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| Dear Sir Oliver  We are writing to provide you with an update regarding the additional industry compensation scheme.  We include below the press release which you may want to circulate to your contacts, or link up to from your website:  [http://www.mynewsdesk.com/uk/govia-thameslink-railway/pressreleases/gtr-extends-industry-compensation-scheme-to-non-season-ticket-holders-on-thameslink-and-great-northern-2660263](https://protect-eu.mimecast.com/s/BGj-CP73vFN96X9CQ70pL?domain=gtrailway.benchurl.com)  **Additional industry compensation scheme**  - Start of the scheme for season ticket holders  - Extending the scheme to non-season ticket holders  **Overview**   * On 4 July GTR announced an additional industry compensation scheme for qualifying Thameslink and Great Northern season ticket holders most affected by the May timetable change. * Tomorrow (29 August), we will open phase 1, where we begin to contact known eligible season ticket holders. * Today we also announce that we will extend the industry compensation to include non-season ticket holders who frequently travel on qualifying TL and GN services. * Regular travellers are those who do not hold a season ticket but have a minimum of three days’ return travel in any week, Monday to Sunday, in the period 20 May to 28 July from the stations most affected. Carnets are included in the scheme. * Industry compensation is being offered in addition to Delay Repay and enhanced compensation. * A new website has been created for passengers and it includes an easy-to-use [eligibility tracker](https://protect-eu.mimecast.com/s/73zuCQn9wClgRPgT5pV4c?domain=gtrailway.benchurl.com) and a list frequently asked questions that we will update as we need to. It will also host the online claim form for passengers when phase 2 and 3 go live.   **Implementing the scheme**  To manage the volume of expected claims and ensure an efficient process for customers, GTR has set up a dedicated team recruited additional staff team to handle claims and enquiries. The team will start taking customer calls from 29 August.  The scheme is rolling out in phases:  More information is available online, including frequently asked questions. Please click here for details:  [railcompensation.thameslinkrailway.com](https://protect-eu.mimecast.com/s/40FZCRO3xs0oOWoirtWqE?domain=gtrailway.benchurl.com) |