This pack has been put together to help you send a 2016 Southern Rail season ticket section 75 claim letter to your credit card company if part or all of your season ticket was paid for by credit card.

1. We've written the template letter to be specific to a Southern Rail season ticket valid at some point during 2016 (exact start and end times shouldn't matter but do check to ensure the letter makes sense), yet general enough to cover most people to whom a s75 claim applies
2. Replace all blue sections with your own text (remember to change text colour to black)
3. If anything doesn't apply to you then you should delete or change it
4. If you do not have any additional costs (such as accommodation / taxis / etc) then delete that paragraph and bullet points
5. More information on s75 claims can be found here should you need it: www.moneysavingexpert.com/shopping/section75-protect-your-purchases
6. If you need some data specific to your route, you can get this from http://www.recenttraintimes.co.uk/
   - Enter your stations, time window / period and select the last 100 days

Recent Train Times

Options

Please see the messages below.

From:	London Victoria (VIC)
To:	Durrington-on-Sea (DUR)
Time:	Depart ▾ between 16:00 and 20:00 ▾
Time Period:	Mon - Fri ▾ for the last 100 days ▾
Arrival Times:	Show average time only ▾
Advanced:	☐ Show Advanced Options
Search:	Get Train Times

- You can then get the % figures for your particular service (unfortunately the "ghost" services will not be there as of writing on 18/01/2017 – these should reappear when the full service is reinstated)

Search Results

The table below lists all train services departing London Victoria (d VIC) and arrivin the time that each service arrived in Durrington-on-Sea no more than 5 minutes la click here .

TOC	Scheduled Times			% Arrivals	Actual Arrival
	d VIC	a DUR	Dur	RT-5m late	Average
TL	16:17	17:43	1h 26m	12%	18:00 17½L
TL	17:18	18:47	1h 29m	21%	19:06 19L
TL	17:46	19:19	1h 33m	11%	19:40 21L
TL	18:17	19:46	1h 29m	8%	20:06 20½L
TL	19:17	20:44	1h 27m	26%	20:59 15L

- Depending on how you wish to present your case, the default for this data is arrivals within 5 mins of schedule which is reasonable but you may wish to present data for "precisely on time". If you require this data then on the first screen tick "Show

Advanced options" and change "Arr. Statistic(s)" to "% arrival exactly on time" but expect the figures to be shocking:

7. Print off the letter (reading thoroughly before sending) and attached performance figures then send these, together with any other evidence you may have, to the credit card company.

We will be working on an appeal letter template should this be necessary as a next step.

ABC is providing this information to assist a person in making a claim under s75 of the Consumer Credit Act 1974 against their credit card company in connection with services provided by Southern Rail.

The sample letter provided is a template only. Any person using it does so at their own risk and accepts full responsibility for the content and accuracy of his or her claim. ABC is not a party to any such claim and accepts no responsibility or liability for the accuracy of any information provided.

ABC does not guarantee the outcome of any claim and accepts no liability whatsoever in the event of any claim being unsuccessful.