

your views



please help us to improve
our service by giving us
your comments

help us maintain the highest possible standards

First TransPennine Express is committed to delivering the highest standards of safety, performance and customer care. To help us achieve and maintain service excellence we welcome your comments.

We recognise that on occasions things do go wrong and our Passenger's Charter explains what we will do in such circumstances. Copies of our Charter can be obtained from any First TransPennine Express station or from the Customer Relations team.

claiming compensation

We want to hear your views. If you wish to claim compensation please use a compensation claim form, available at all our stations, so that we can process your claim as quickly as possible.

Thank you for your comments.
You can also contact our Customer Relations team by:

Phone: **0845 600 1671**

email: tpecustomer.relations@firstgroup.com

Customer Relations
First TransPennine Express
ADMAIL 3878
Manchester
M1 9YB

YOUR VIEWS
Customer Relations
First TransPennine Express
ADMAIL 3878
Manchester
M1 9YB

NO
STAMP
REQUIRED



your views

We really want to hear your comments on our service. Please use this form to tell us what you think.
If you want to make a compensation claim, please use the claim forms available at our stations.

FOR OFFICE USE ONLY

PLEASE USE BLOCK CAPITALS AND BLACK INK.

personal details

Surname:

Initial:

Title:

Address:

Postcode:

Daytime Tel:

Evening Tel:

Email address:

journey details

Date of travel:

| | |
|---------|--------|
| Outward | Return |
|---------|--------|

Train departure date:

| | |
|---------|--------|
| Outward | Return |
|---------|--------|

Journey from:

Journey to:

your comments

Signed:

Dated:

First TransPennine Express seeks to continually improve the way customer correspondence is handled, and has commissioned an independent research company to monitor this. Please tick if you wish your details to be used for this research.

If you wish to receive further communications about First TransPennine Express' products and services please tick.

If you wish to receive communications from other companies in the First Group please tick.

If you wish to receive communications from carefully selected partner companies please tick.

reference number

The number is in the top left hand corner of your ticket and is an eight digit number. Please keep your ticket for your records.