

# Northern customers can now donate Delay Repay refunds to Samaritans

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Northern customers can now donate their refunds from delayed trains to a Samaritans.

Passengers have the option to divert their refund to the charity rather than receive the payment themselves.

Currently, customers claim though Delay Repay quickly and easily if their train happens to be late or cancelled and, as a result, they get to their destination station more than 15 minutes later than scheduled.

Mark Powles, Commercial and Customer Director at Northern, said: "One of our key goals is to make a positive impact in the north of England and we hope that by continuing our support for Samaritans through this scheme we can reach out to those who may be struggling.

"The charity has trained many of our frontline staff to spot someone who might be vulnerable, giving them the confidence to simply start a conversation which could help save a life."

Despite the reduced numbers of people who have been able to travel due to Covid, since the scheme began in December, over 170 passengers have chosen to support the charity with a total of £958 has been donated to Samaritans.

Northern aims to provide the best possible service for passengers but unfortunately, delays do occur from time to time, and are often due to circumstances beyond the rail operator's control.

If customers can donate their Delay Repay compensation to Samaritans, even the small amounts from this scheme can help the charity to keep delivering their around the clock service to anyone who many need it.

The option to donate a repayment can be selected from a drop-down menu at the bottom of the Delay Repay form which can be found of Northern's website.

Olivia Cayley, Samaritan's head of rail programme, said: "We are so grateful to Northern for their continued support. We know this past year has really tested the mental health and wellbeing of the nation and every donation goes towards helping our amazing volunteers be there for anyone who needs support. Samaritans has worked in partnership with the rail industry for over 10 years, to remind the public that suicide is preventable and talking really can save lives – whether that's with a friend, a colleague or Samaritans' volunteers who are always there to listen without judgement, for free on 116 123 or at [jo@samaritans.org](mailto:jo@samaritans.org)."

Any customer who wants to make a claim under our Delay Repay initiative should retain any travel tickets and complete the delay repay form which is available [here](#).

*Photo credit: Northern*