

Samaritans receives boost from Greater Anglia passengers through Delay Repay scheme

January 17, 2019



Greater Anglia is thanking passengers for their generosity after they donated over £8,000 to Samaritans in 2018 through the train operator's 'Delay Repay' compensation scheme.

The train operator's online claim form now includes an option to donate to the charity, in response to customer feedback.

The donations will give the charity, which provides training for Greater Anglia staff to help them support people in crisis and prevent suicides, a huge boost.

Greater Anglia's Head of Customer Service, Lynsey Flack, said, "Passengers told us that they wanted an option to donate to charity whilst applying for compensation and we thought this was a fantastic idea.

"I'm delighted that we have been able to do this and grateful for the generosity of our customers whose donations will make a big difference to Samaritans and help them continue their vital work."

Ruth Sutherland, Samaritans CEO, said: "When someone is feeling overwhelmed, it's vital that they are

listened to and supported to work through difficult thoughts and feelings.

“With our confidential 24-hour service, available 365 days a year, we are often the only place people can turn to, especially when other services are unavailable.

“Thanks to Greater Anglia and the generosity of its passengers we can raise awareness of our services and raise vital funds. Together, we will save lives.”

Greater Anglia recently improved its Delay Repay scheme, speeding up the process and adding an option to have the money paid straight back into a bank account via BACS.

As a result, around 70,000 season ticket holders are now saving time if they have to make a claim.

On average about 87 per cent of Greater Anglia trains run on time, but the company’s ‘Delay Repay’ scheme compensates customers on the occasions there are delays of 30 minutes or more.

Greater Anglia is currently in discussions with Department for Transport about reducing the delay threshold to 15 minutes, in response to customer requests.