

# Self-service refunds for Greater Anglia rail passengers

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Greater Anglia has introduced a new service which allows customers to arrange their own refunds online.

Self-service refunds are now available to passengers who have purchased their Smart Card tickets via Greater Anglia's app or website.

Traditionally customers who purchased tickets via the website or app would need to email or call the company's Smart Support Team for assistance.

Now, thanks to this upgrade, customers can simply log into their account to see, review, and cancel bookings by following the step-by-step instructions to apply for a refund of their unused Smart tickets.

The self-serve system will advise how much is going to be refunded, with the refund value calculated using the industry standard National Rail principles.

Greater Anglia customers can have their refunds paid straight back onto the original card used for purchase.

Greater Anglia's Smart Card Scheme Manager, Kamelia Lazarova, said: "We are always looking at ways to improve the service to our customers and make our processes simple and hassle free.

"I'm delighted that we, alongside our partner, Trainline, have been able to make our refund process even more customer friendly with these new self-serve refunds, which will help passengers to get their money back even more quickly and easily if they change their plans."

Current Government advice is to stay at home unless you need to travel for permitted reasons including work and medical appointments.

Greater Anglia continues to ensure that rail travel is safe for staff and passengers with an enhanced cleaning regime, on stations and trains, concentrating on high-touch areas such as push buttons, grab rails and door handles.

The train operator has also introduced a wide range of measures to make it easier for customers to maintain social distancing at stations and on trains – including floor markings, one-way systems, new signs, and queuing systems.

It is now mandatory for customers to wear a face covering when using public transport, to help reduce the spread of COVID-19. Children under the age of 11 and people with a disability or illness which means they cannot wear a face covering are exempt from wearing them.

*Photo credit: Greater Anglia*