

PENALTY FARE FREQUENTLY ASKED QUESTION

Q. Why have I been issued with a Penalty Fare notice?

A. Penalty Fare notice has been issued because when asked by an Authorised Inspector you were unable to show a valid ticket for your entire journey. You have travelled from a station operating within the penalty fare system where ticket-issuing facilities were available.

Q. Why can I not purchase a ticket on the train?

A. On Monday 15th June 2009 Merseyrail introduced a "Buy before you ride" policy, which means you must purchase your ticket before you board the train. Tickets can be purchased on the day of travel or you could save time and money by purchasing your tickets in advance or by investing in a weekly, monthly or annual rail pass. Please speak to any member of staff for details.

Q. How much do I have to pay?

A. Any outstanding balance of the Penalty Fare will be stated on the front of the notice you were issued. You have 21 days beginning with the day following the day on which the penalty fare is charged.

Q. How can I pay?

A. Payment can be made on-line with a credit/debit card by visiting www.merseyrail.org/paymynotice Or with a credit/debit card by calling 0151 434 4535 and selecting option 1. Or by postal order sent to Merseyrail Electrics 2002 Ltd, P.O. Box 6576, Liverpool, L69 1XZ

Q. How do I appeal against your decision?

A. To appeal you need to contact the independent appeals body, Penalty Services Limited, you should visit www.penaltyservices.co.uk. Alternatively you can appeal by post to: Penalty Services Limited, 9 Deben Mill Business Centre, Old Maltings Approach, Woodbridge, IP12 1BL. Appeals must be received within 21 days beginning with the day following the day on which the penalty fare is charged. The appeals body will aim to answer your appeal within 10 working days.

Q. What will happen if I don't pay the Penalty Fare?

A. If you fail to pay or successfully appeal, your details will be passed on to a Debt Collection Agency. Continued failure to pay may result in legal action being taken against you. Please be aware that in both scenarios the amount of debt is likely to increase.

Q. How can I avoid getting another Penalty Fare Notice in future?

A. To avoid receiving another penalty fare, please purchase a valid ticket prior to travelling and ensure that you keep it with until you have exited your destination station. Tickets can be purchased from any Merseyrail ticket office or a self-service ticket vending machine