

## Contact information



Speak to a member of Merseyrail staff or use the station help point



Email [comment@merseyrail.org](mailto:comment@merseyrail.org)  
Visit [www.merseyrail.org](http://www.merseyrail.org)



Download the Merseyrail app from The App Store or Google Play for up to the minute train and live departure information



Follow us on Twitter @merseyrail

### Call our Customer Relations Team on:

0151 555 1111

The office is open Monday to Friday from 07:00 to 19:00hrs (an answer phone is available outside of these hours). Our team can also provide information on ticket refunds, disabled assistance and Group Travel. We look forward to hearing from you.

### For any Prosecutions & Penalty Fares queries please call:

0151 702 1504

### For local journey information, fares and train times use our Journey Planner or contact Traveline on:

0871 200 2233

### Alternatively you can write in to

#### The Customer Relations Team:

Merseyrail, 9th Floor, Rail House,  
Lord Nelson Street, Liverpool  
L1 1JF

### Our Public and Employee Insurers are:

Gallagher Bassett (Portal Account D00019)  
1st Floor, High Point,  
Sandy Hill Business Park,  
Sandy Way, Tamworth  
B77 4DU

**FREEPOST**  
**Merseyrail Customer Relations**  
**FREEPOST NWW3380**  
**Liverpool**  
**Merseyside**  
**L1 1BR**

# Customer comments, complaints & compensation

We value your feedback on the service we provide

