

Contact information



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



Email comment@merseyrail.org
Visit www.merseyrail.org



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For more information 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 questions about prosecutions and penalty fares, please call:
0151 702 1504

For local journey information, fares and train times, use our Journey Planner or contact Traveline on:
0871 200 2233

Or you can write 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
NWW3380
Liverpool
Merseyside
L1 1BR**

Comments, complaints and compensation

We value your feedback
on the service we provide

