

Dear Member



I thought you would like to know that we have heard that FCC are going to significantly increase their compensation offer from 5 days. As yet, we do not know to how much, but we will keep you posted - and seek as many days as we can obtain.

As we are all too painfully aware, the last 4 working days have been truly awful and we will be adding this to the list of issues we are following up with FCC. With luck, this evening's peak was the first tolerable service - this morning's peak was disrupted by the failure of the 07:22 from Bedford between Elstree and Mill Hill so would have been bad for later travellers. The sooner Monday's disaster becomes a distant memory, the better. Do not forget to claim DelayRepay.

Regards

Neil

Neil Middleton
12 January 2010