

## Trenord delays?: increase in compensation and new procedure to request reimbursement starting from 1st April

A resolution approved by the Regional Council provides for an increase from 10% to 30% in compensation for Trenord travellers with a monthly or annual pass, who have suffered train delays, starting from 1st April. However, the reimbursement will no longer be automatic: each commuter will have to submit the request using either the Trenord website, or the ticket offices, or by certified email or by registered mail.

With this resolution, the Lombardy Region intends to extend the percentage of previous 10% up to 30% for the annual pass aligning itself to the monthly ones.

OBJECTIVE of the measure: to improve the quality of the railway service. The compensation is calculated on the monthly performance of each specific railway line and it is recognized, upon request of the subscriber, when the sum of the cancelled trips and those that have accumulated more than 15 minutes of delay, is equal to or greater than 10% of the scheduled trains. Users will have one year to request the compensation. It will be paid through reimbursement or voucher. The bonus is financed by the penalties applied to Trenord for delays.

How to request the reimbursement?

It is possible to request compensation in the following ways:

1. on the Trenord website, using the specific online form, accessible at the link <https://www.trenord.it/assistenza/servizi/rimborsi-e-indennizzi/>, with immediate issue of a relative receipt;
2. at Trenord ticket offices and My-Link Points by filling out a specific paper form, with issue of a relative receipt;
3. by PEC, to the certified email address [rimborsi.trenord@legalmail.it](mailto:rimborsi.trenord@legalmail.it), with issue of a relative receipt;
4. by post, including registered mail, to the following address: Trenord S.r.l. – Ufficio Rimborsi, Piazzale Cadorna 14 – 20123 Milano.

On the Trenord website it is possible to access the whole documentation necessary for requesting compensation.

