

# Meet the Manager FAQs - Smartcards

The latest of our Meet the Manager Sessions was held on Thursday 22<sup>nd</sup> November 2018 1700-1900 at London Fenchurch Street, Limehouse, West Ham, Barking and Upminster.



**In Summary:** Our fifth Meet the Manager event of 2018 took place at London Fenchurch Street to Upminster stations. We had a number of conversations with customers; most of these were comments which were answered by managers during the evening. Comments requiring a response are listed below, concerned customers' Smartcard queries. This Meet the Manager FAQs is dedicated to answering our most frequently asked Smartcard questions.

A number of individual queries given to managers during the Meet the Manager will be directly responded to.

Tweet the Manager also continues to be a popular method of communication.

In total we had thirty managers in attendance including three from c2c's Executive team. Thank you to everyone involved.

A selection of the some of the frequently-asked questions and issues raised by customers are:

Question Type:	Question:	Our Response:
General Smartcard queries	How do I obtain a Smartcard?	Please visit our website on <a href="http://www.c2c-online.co.uk">www.c2c-online.co.uk</a> - within Tickets & fares you will find c2c Smartcard where you will be able to order your Smartcard
Smartcard compensation queries	I have not received my smartcard Delay Repay compensation?	Please contact our c2c Customer Relations team at <a href="mailto:contact@c2craile.co.uk">contact@c2craile.co.uk</a> and they will be able to review your account. Alternatively you can submit a manual delay repay if you feel that you were delayed on your day of travel

	<p>If I have to stand outside a station due to disruption how I do claim delay repay compensation for this on my smartcard?</p>	<p>Our automatic system is based on the information provided by your card, but we understand that during disruption it may not be possible to tap in when you arrive at your station. Therefore if your automatic compensation does not fully reflect your delay, we suggest that you complete a manual delay repay form to ensure you are correctly compensated.</p>
<p>Smartcard ticket collection queries</p>	<p>My Flexi season will not load onto my smartcard.</p>	<p>We advise you attempt different gates, and also try loading at our ticket machines.</p> <p>Please ensure you have left two hours from purchase to collection, and you will only be able to collect at your nominated station</p> <p>If this still does not work, please contact our Customer Relations team</p>
	<p>My smartcard product will not load. I have had problems with my smart card.</p>	<p>We handle each individual query regarding your smartcard through our Customer Relations team, as this allows them to diagnose and resolve the issue. They can be contacted at <a href="mailto:contact@c2crail.co.uk">contact@c2crail.co.uk</a></p>
	<p>I been unable to activate my Smartcard on the Gates</p>	<p>We advise you attempt different gates, and also try loading at our ticket machines.</p> <p>Please ensure you have left two hours from purchase to collection, and you will only be able to collect at your nominated station</p> <p>If this still does not work, please contact our Customer Relations team</p>
<p>c2c Live app</p>	<p>I am having trouble logging onto the c2c Live app?</p>	<p>We are aware of some ongoing issues with the c2c Live app. These are a result of problems with the data feeds that support the Journey Planner. In the coming weeks, an update to the app will be made available for Android and iOS that will help to resolve the issues. We are sorry for the confusion this has caused.</p>

