**Date issued:** 24 May 2022

**Freedom of Information Request**

We are writing in response to your Freedom of Information request. Your request has been considered in accordance with the requirements of the Freedom of Information Act and our Data and Information Management Policy.

**You asked for the following information:**

all scripts and templates that are used by your customer service to respond to people by, phone, post, email, contact form, social media, and any other methods.

You requested this information for both Transport for Wales and Transport for Wales Rail. We have grouped the responses together.

**Having reviewed your questions, we are able to provide the following information:**

For fflecsi and the concessionary cards scheme, the only template used is an auto-response from the Travelcards email account:

Diolch am eich e-bost at y tîm gwasanaethau cwsmeriaid Cerdyn Teithio Rhatach. Anelwn at ymateb i'ch ymholiad o fewn 5 diwrnod gwaith.

Efallai y byddwch yn gallu dod o hyd i ateb i'ch ymholiad yn ein tudalen cwestiynau ac atebion yn <https://eur03.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.trc.cymru%2Fcy%2FCaA&amp;data=05%7C01%7CJeremy.Morgan%40tfw.wales%7C30741ebdbbd34fd60a2908da32597d56%7C87dcd024301948269956ba76b2a04ff4%7C0%7C0%7C637877657175623322%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&amp;sdata=3hm7C6GNTfY6RBAtmExDn5IO%2BufebfG50%2BMB9lhrT4I%3D&amp;reserved=0>.

Thank you for your e mail to the Concessionary Bus Pass customer service team. We aim to respond to your query within 5 working days.

You may be able to find an answer to your query in our Questions and Answers page at <https://eur03.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.tfw.wales%2FQandA&amp;data=05%7C01%7CJeremy.Morgan%40tfw.wales%7C30741ebdbbd34fd60a2908da32597d56%7C87dcd024301948269956ba76b2a04ff4%7C0%7C0%7C637877657175623322%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&amp;sdata=zNatiEjOQp2Tfa854iDnkdq5ijgF5V8D8FkyBQta0F4%3D&amp;reserved=0>.

We can confirm that we do not use templates or scripts for our services relating to Traveline Cymru, TfW Rail, TrawsCymru and mytravelpass.

Our other contact centre (Journeycall) is outsourced. Journeycall deal with contacts around our App and Ticket sales as well as passenger assistance. We can confirm that no scripts or templates are used.

We hope this information is of use to you.

Yours sincerely,

**Transport for Wales**

**Appeal Rights**

If you are unhappy with the way your request has been handled and wish to make a complaint or request a review of our decision, please write to the Head of Freedom of Information at either Transport for Wales, 3 Llys Cdwyn, Pontypridd, CF37 4TH or freedomofinformation@tfw.wales. Your request must be submitted within 40 working days of receipt of this letter. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision.

The Information Commissioner (ICO) can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or you can contact the ICO through the 'Make a Complaint' section of their website on this link: <https://ico.org.uk/make-a-complaint/>

The relevant section to select will be "Official or Public Information".