**Date issued:** 7th of September 2023

**Freedom of Information Request** 171/23

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 US…**

**Since 01 January 2020, please confirm, for each year (2020, 2021, 2022 and 2023 up to today):**

**1) How many Delay Repay claims have been received where the (or a) customer (claimant) has selected Russia or Belarus as their address/country/contact address;**

**2) Out of those Delay Repay claims, how many were approved or rejected;**

**3) For each year, what is the value (£) of payments actually made in relation to the approved claims;**

**4) What policy or procedures does TfW have in place, in regard to complying with international sanctions against Russia, (whether or not there is a legal obligation, in solidarity or morally), specifically making compensation payments to customers residing in, or providing an address that is within the territory of a hostile foreign nation.**

**5) What mechanisms of payment was or were utilised in the approved claims to Russia or Belarus, for example, cheque, bank transfer, cash etc.**

**RESPONSE**

There are 4 claims on the system with the claimant address in Russia, all for the same customer. Claim details below. There were none for Belarus.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Claim Reference Number** | **Country** | **Claim Received** | **Status** | **Total Amount Paid** | **Method of Payment** |
| TFW/DR/20200227/BBHG | Russia | 27/02/2020 | Approved | £46 | PayPal |
| TFW/DR/20200220/BCDF | Russia | 20/02/2020 | Rejected | 0 | N/A |
| TFW/DR/20200220/BCFB | Russia | 20/02/2020 | Rejected | 0 | N/A |
| TFW/DR/20200220/BCFH | Russia | 20/02/2020 | Approved | £11.50 | PayPal |

Transport for Wales do not validate the address the customer provides against an electoral roll to prove the customer lives at that address and so in theory, a customer from anywhere in the world could enter any address.

It is possible to remove specific countries from the country list if you wish to stop customers who live in specific countries from claiming.

If a customer lives outside the UK, compensation can only be issued via PayPal.

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](mailto: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".