**Date issued:** 14 June 2019

**Payment card fraud**

Thank you for your email of 28 May asking for information under the Freedom of Information Act (FOIA) 2000. You asked:

* ***how many incidents involving payment card fraud (including contactless) have been recorded on the railway network owned/operated by, or branded by, TfW.***

***Please can figures be broken down into the time frames as below, all dates inclusive. Having recently taken over the franchise, I understand that your data may not include information from before the take over date. If not, please disregard the below time scales and provide information from the franchise start date.***

***01/01/2018 – 31/12/2018***

***01/01/2017 – 31/12/2017***

***01/01/2016 – 31/12/2016***

***01/01/2015 – 31/12/2015***

***01/01/2014 – 31/12/2014***

* ***How many incidents involving payment card fraud were referred to Action Fraud or the National Fraud Intelligence Bureau, in the time frames of question 1?***
* ***How many incidents involving payment card fraud were referred to the Police, in the time frames of question 1?***
* ***If recorded, please can you provide an average loss per incident per year and a total loss for each year, in the time frames of question 1?***

I can confirm that Transport for Wales holds some of the information relevant to your request:

1. how many incidents involving payment card fraud (including contactless) have been recorded on the railway network owned/operated by, or branded by, TfW.

The only information we can provide is number of transactions per month that have been reported to the bank as fraudulent since transport for Wales Rail Services took over the Wales & Borders rail franchise in October 2018. The data we hold is in the attached spreadsheet



1. How many incidents involving payment card fraud were referred to Action Fraud or the National Fraud Intelligence Bureau, in the time frames of question 1?

We do not hold this information.

1. How many incidents involving payment card fraud were referred to the Police, in the time frames of question 1?

We do not hold this information.

1. If recorded, please can you provide an average loss per incident per year and a total loss for each year, in the time frames of question 1?

We do not hold this information.

If you have any queries, please do not hesitate to contact Transport for Wales.

Yours sincerely

Transport for Wales