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## **London Northwestern Railway and West Midlands Railway lost property charges dropped**

Customers will no longer be charged for retrieving lost property from London Northwestern Railway and West Midlands Railway stations.

From today, charges will no longer be in place at the train operator's stations – which will apply to both the return of personal belongings and cash.

The train operators have been reviewing a lost property scheme they

inherited when they began operating in December 2017.

David Whitley, head of customer experience strategy for London Northwestern Railway and West Midlands Railway, said: “We identified that there were significant improvements that could be made to the system in place for reuniting customers with their lost items. We want to make the process as easy as possible. Dropping the charges is just the first step. Many people may also be put off by needing to make numerous phone calls to track down their possessions – so we are now working on a website to make this process easier for both customers and staff.”

London Northwestern Railway and West Midlands Railway will be launching the website in the new year. The new website will enable items to be reported as lost, logged as found, identified and claimed securely and quickly.

The new lost property policies can now be viewed at [londonnorthwesternrailway.co.uk](http://londonnorthwesternrailway.co.uk) and [westmidlandsrailway.co.uk](http://westmidlandsrailway.co.uk)

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## **About West Midlands Trains**

For further information on this release, call our press office on 03300 955150 or email [press.office@wmtrains.co.uk](mailto:press.office@wmtrains.co.uk)

West Midlands Trains operates both West Midlands Railway and London Northwestern Railway services.

- **London Northwestern Railway** services operate between Liverpool and Birmingham, and on the West Coast mainline to and from London Euston.
- **West Midlands Railway** services operate to destinations across the West Midlands via Birmingham New Street.

For more information on these services visit [westmidlandsrailway.co.uk](http://westmidlandsrailway.co.uk) or [londonnorthwesternrailway.co.uk](http://londonnorthwesternrailway.co.uk)

The West Midlands Trains franchise started on 10 December 2017 and will run until 2025/26.

West Midlands Trains operates 1,300 services a day, manages 150 stations and provides over 70 million passenger journeys a year. Over the course of the franchise, West Midlands Trains will be investing £1 billion into the rail network to deliver new trains, improved routes and station upgrades. This will include 400 new train carriages across the network and space for an extra 85,000 passengers into Birmingham and London at peak times.

The franchise is a joint venture between Abellio (70.1% share) and East Japan Railway Company / Mitsui & Co., Ltd (29.9% share in a 50:50 split). Abellio is the international passenger transport subsidiary of the Dutch national railway company, Nederlandse Spoorwegen. In the UK, Abellio operates ScotRail and Greater Anglia train services, Merseyrail services in a joint venture with Serco and buses through Abellio London. For more information visit [www.abellio.com](http://www.abellio.com)

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