

SCHEDULE 2 – Appendix 37

PCN Insert

[Note that the template in this appendix was valid at the time of original publication but may subsequently have changed]

IMPORTANT INFORMATION PLEASE READ

Enclosed with this leaflet is a Penalty Charge Notice (PCN). You have been sent it because our records show that:

- You are the registered keeper of the vehicle or have been identified as the lessee/hirer.
- The vehicle was photographed within the Congestion Charging zone at the time and date indicated on the PCN.
- We have no record of the Congestion Charge being paid or the vehicle being exempt or registered for a 100% discount for the contravention date.

This leaflet aims to help you understand what actions you need to take - either to pay the penalty charge or to challenge it by making a written representation.

PLEASE DO NOT IGNORE THE PCN. It will not go away.

Paying the PCN

Payment of the correct amount will close the PCN and no further action will be taken. Remember:

- You only have 14 days to pay at the discounted rate.
- No reminder will be sent once this period has expired.
- Payments received between 14 and 28 days must be for the full penalty charge.
- The easiest and quickest way to pay the penalty charge is via the internet (www.cclondon.com).
- You can also pay the penalty charge by phoning the call centre (0845 900 1234).
- Alternatively you can pay the penalty charge by post (PO Box 2984, Coventry, CV7 8YR). With all payments please write the PCN number on the reverse of the cheque/postal order, and enclose the payment slip at the bottom of the PCN. If paying by post please allow enough time for your payment to be received within the time limit.
- Payment of less than the amount shown on the PCN (such as £10) or received after the penalty charge has increased will be taken as part payments and the outstanding amount will still be payable. You will be sent an "underpayment letter" advising you of this.
- Failure to pay may ultimately result in bailiff action.

Challenging the PCN

If you have received a PCN and you disagree with it you may be able to challenge it. The first stage of this process is called a **representation**. Further information on challenging the PCN can be found overleaf or on the website (www.cclondon.com).

**IF YOU DO NOT PAY OR CHALLENGE THE PENALTY CHARGE
WITHIN 28 DAYS, THE NEXT NOTICE YOU WILL RECEIVE WILL
INCREASE THE FULL PENALTY CHARGE BY 50%**

How can I challenge this PCN?

You can challenge the PCN by making a representation. You must do this in writing - just making a telephone call will not get the PCN cancelled. You need to write to us within 28 days of receiving the notice. This is a legal requirement. If you write in after this you will need to explain the reasons why. If you believe you have a valid reason, such as you were away or ill, then please provide proof. If you have just forgotten then we do not have to consider your representation.

Who can challenge this PCN?

It is normally only the person to whom the PCN has been issued who can make a representation. DO NOT pass the PCN to someone else such as the driver or new owner to write in. If the PCN has been sent to a Company and you are asked to deal with it then please explain your authority to do so.

What can I say?

There are 6 official grounds for making a representation but you may also explain any other circumstances not covered by these grounds and we will carefully consider these. This can include mitigating circumstances as to why you should not have to pay the penalty charge.

Please enclose any supporting evidence such as receipts, documents or statements and fully explain the circumstances.

The following are examples of why you may write to us. More comprehensive information is available on our web site www.cclondon.com.

I paid - You need to have paid for both the vehicle and the contravention date shown on the PCN. If you have the receipt please check the vehicle's number plate and date shown on it to see if they match. If they don't then this is why you got the PCN. If you notice such a mistake then you can still make a representation but it may only be accepted at our discretion. If you have made a mistake learn from this and DO NOT repeat it. If you don't have the receipt then please try to provide some other information such as a copy of your credit/debit card statement, date of payment and the credit/debit card number and we will try to trace your payment. If you have no proof you may still write in but it will be very hard to prove that you paid. We will always check our records.

I have a Blue Badge - Please provide evidence of the confirmation that the Blue Badge Holder has registered with Congestion Charging and that the vehicle was nominated on the account for the date of contravention.

I am a resident in the zone - If you believe you are registered with Congestion Charging please provide proof. You will also need to have paid the Congestion Charge correctly and should provide proof of payment as detailed above. Remember to provide as much information as possible to support your representation.

It was outside the charging hours or I was only leaving the zone - Our clocks are very accurate and we will NOT normally let people off for this reason. Just leaving the zone is not a valid reason for non payment and such representations are likely to be rejected.

I was diverted or got lost - Please give as many details as possible including the time and location of the diversion and if you spoke with a police officer. We will check our records to confirm. If you drove in the Congestion Charging zone because you got lost, swerved or wanted to avoid traffic then these are not usually valid reasons and such representations are likely to be rejected.

It's not my car - If you have sold or bought the car before or after the contravention date then follow the advice on the PCN. If you think your vehicle's number plate may have been copied please explain why you think it is not your car and enclose supporting evidence such as proof your vehicle wasn't there, photographs showing differences or confirmation from the police.

I forgot to pay the congestion charge - If there are no mitigating reasons why you forgot to pay then such representations are likely to be rejected and you will have to pay the penalty charge.

If it was an emergency or there were mitigating circumstances - Please explain in detail what stopped you from paying the Congestion Charge or why you had to enter the zone. For example, you may have been prevented from paying the Congestion Charge due to a medical emergency. Always provide as much information as possible, enclosing any supporting information, and fully explain your individual circumstances.

What will TfL do?

When we receive your letter we will put your PCN on hold. We will consider all the circumstances, fully investigate what you say and will consider applying our discretion. We will tell you in writing what our decision is. Always read our response as we will often tell you how to avoid any further PCNs. If you haven't had a response after 21 days please call to check we have received your representation. If we ask you to pay we will explain why, explain any further options and how to pay.

Remember do not ignore any letters. If writing to us always enclose as much evidence as you can. More information is available at our web site www.cclondon.com.