

## **SCHEDULE 2 – APPENDIX 26**

### **Notice of Acceptance and Rejection Letter Templates**

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## 1. **Example of Notice of Acceptance Letter Template**

### 1.1 **Notice of Acceptance Letter**

<Insert Date>

<Insert Customer's name>

<Insert Customer's address1>

<Insert Customer's address2>

<Insert Customer's address3>

<Insert Customer's post code>

Our Ref: <Insert PCN number and CSR's initials>

Dear <Insert customer's name and title>,

RE: Notice of Acceptance.

Penalty Charge Notice:

Thank you for your recent Representation against the issue of the above-mentioned Penalty Charge Notice(s) for Vehicle Registration Mark <insert VRM>.

We are pleased to inform you that following a review of the issue of the Penalty Charge Notice(s) together with the circumstances and points you raised, your Representation has been accepted and we have cancelled the Penalty Charge Notice(s).

<Insert reasons for acceptance>

To avoid the receipt of a Penalty Charge Notice you are required to pay for the correct Vehicle Registration Number and date of travel. We would like to remind you that it is your responsibility to ensure that when paying for the charge you confirm the correct Vehicle Registration Number and day of travel have been entered. Always verify the details you provide when paying for the charge before completing the call and transaction.

No further action will be taken in respect of the above-mentioned Penalty Charge Notice(s). Should you pay the charge incorrectly again, we will be unable to cancel any Penalty Charge Notices issued as a result.

Yours sincerely

<Insert name>

Enforcement Manager.

<Insert contact details>

***[Information Redacted]***

## 2. Examples of Notice of Rejection Template

### 2.1 Notice of Rejection

<Insert Date>

<Insert Customer's name>

<Insert Customer's address1>

<Insert Customer's address2>

<Insert Customer's address3>

<Insert Customer's post code>

Our Ref: <Insert PCN number and CSR's initials>

Dear <Insert customer's name and title>,

RE: Notice of Rejection

Thank you for your recent Representation against the issue of the above mentioned Penalty Charge Notice(s) for Vehicle Registration Mark <insert VRM>.

<Insert free text here to address points raised in the Representation>

We have to advise you, therefore, that grounds for acceptance of your Representation have not been established and that this letter is issued as a formal Notice of Rejection under the Road User Charging (Enforcement and Adjudication) Regulations 2001(as amended).

We will reconsider your Representation again if you can provide additional evidence such as <Insert relevant text>. For us to reconsider this evidence we must receive it within 28 days of the date of service of this Notice of Rejection. Evidence should be sent to <Insert Enforcement Operations Service Providers Address>.

You should now make payment for the outstanding Penalty Charge Notice(s). The amounts owed are listed at the foot of this Notice of Rejection. Please note that those Penalty Charge Notice(s) stated at the discounted amount must be paid within 14 days to qualify for this discounted sum. These Penalty Charge Notice(s) will increase if not paid within this period. Those Penalty Charge Notice(s) stated at the full amount should be paid within 28 days of service of this Notice of Rejection.

To pay via the internet (using a credit/debit card) please visit our website at <insert web address>. Please have your Penalty Charge Notice number(s), Vehicle Registration Mark and your credit/debit card available.

To pay via the contact centre using a credit/debit card please telephone <insert contact centre number> where you can use the automated telephone response system to pay the Penalty Charge Notice(s). Please have your Penalty Charge Notice number(s) and your credit/debit card available (Please note that calls may be monitored or recorded for administration purposes).

To pay by post, please tear off the payment slip(s) at the bottom of the relevant Penalty Charge Notice(s) and complete the required details in order to pay using credit/debit card, cheque or postal order. All cheques and postal orders should be made payable to 'Congestion Charging London' and crossed 'Account Payee'. Write the Penalty Charge Notice number(s) on the reverse of your cheque or postal order. Do NOT send cash through the post. Please send your payment to Congestion Charging, <insert address>

You may appeal to the Adjudication Service, an independent Third Party, against this decision on specified grounds within 28 days of the date of service of this letter. The Adjudicator will consider your Appeal and make an independent decision, which Transport for London will comply with. You should be aware that in prescribed circumstances, the Adjudicator may award costs against you if the Appeal is considered frivolous or vexatious or that the conduct in making, pursuing or resisting the appeal was wholly unreasonable. Equally, costs may be awarded against Transport for London if the Adjudicator considers that the disputed decision was wholly unreasonable.

If you wish to Appeal to the Adjudication Service, please read, complete, sign and send the attached form within 28 days of the date of service of this letter to Adjudication Service, <Insert Adjudication Service address>.

If you do not follow any of the prescribed actions within 28 days of the date of service of this Notice of Rejection, a Charge Certificate will be issued for each Penalty Charge Notice. This increases the charge by 50% of the original amount. If the increased Penalty Charge Notice(s) are not then paid, Transport for London will apply to the County Court to recover the outstanding sums which will incur a further charge of £5 per Penalty Charge Notice.

Yours sincerely,  
<Insert name>  
Enforcement Manager.  
<Insert contact details>

## 2.2 Notice of Rejection - Diplomatic

<Insert Date>

<Insert Customer's name>

<Insert Customer's address1>

<Insert Customer's address2>

<Insert Customer's address3>

<Insert Customer's post code>

Our Ref: <Insert PCN number and CSR's initials>

Dear <Insert customer's name and title>,

RE: Notice of Rejection

Thank you for your recent Representation against the issue of the above mentioned Penalty Charge Notice(s) for Vehicle Registration Mark <insert VRM>.

<Insert free texts to address points raised in the Representation>.

We have to advise you, therefore, that grounds for acceptance of Representation have not been established and that this letter is issued as a formal Notice of Rejection under the Road User Charging (Enforcement and Adjudication) Regulations 2001(as amended).

We will reconsider your Representation again if you can provide additional evidence such as <Insert relevant text>. For us to reconsider this evidence we must receive it within 28 days of the date of service of this Notice of Rejection. Evidence should be sent to <Insert Enforcement Operations Service Provider's address>.

You should now make payment for the outstanding Penalty Charge Notice(s). The amounts owed are listed at the foot of this Notice of Rejection. Please note that those Penalty Charge Notice(s) stated at the discounted amount must be paid within 14 days to qualify for this discounted sum. These Penalty Charge Notice(s) will increase if not paid within this period. Those Penalty Charge Notice(s) stated at the full amount should be paid within 28 days of service of this Notice of Rejection.

To pay via the internet (using a credit/debit card) please visit our website at <insert Web address>. Please have your Penalty Charge Notice number(s), Vehicle Registration Mark and your credit/debit card available.

To pay via the contact centre using a credit/debit card please telephone <Insert Contact Centre number> where you can use the automated telephone response system to pay the Penalty Charge Notice(s). Please have your Penalty Charge Notice number(s) and your credit/debit card available (Please note that calls may be monitored or recorded for administration purposes).

To pay by post, please tear off the payment slip at the bottom of the relevant Penalty Charge Notice(s) and complete the required details in order to pay using credit/debit card, cheque or postal order. All cheques and postal orders should be made payable to

'Congestion Charging London' and crossed 'Account Payee'. Write the Penalty Charge Notice number(s) on the reverse of your cheque or postal order. Do not send cash through the post. Please send your payment to <insert Enforcement Operations Service Provider's address>

You may Appeal to the Adjudication Service, an independent Third Party against this decision on specified grounds within 28 days of the date of service of this letter. The Adjudicator will consider your appeal and make an independent decision, which Transport for London will comply with. You should be aware that in prescribed circumstances, the Adjudicator may award costs against you if the Appeal is considered frivolous or vexatious or that the conduct in making, pursuing or resisting the Appeal was wholly unreasonable. Equally, costs may be awarded against Transport for London if the adjudicator considers that the disputed decision was wholly unreasonable.

If you wish to Appeal to the Adjudication Service, please read, complete, sign and send the attached form within 28 days of the date of service of this letter to Adjudication Service to <insert Adjudication Service address>

If you do not follow any of the prescribed actions within 28 days of the date of service of this letter, the regulations that cover the Congestion Charging Scheme state that a Charge Certificate may be served upon you in relation to the unpaid Penalty Charge Notices. However Transport for London notes the full provisions of the Diplomatic Privileges Act 1964 and the Consular Relations Act 1968 and the effect this has on Congestion Charging Enforcement and therefore will not issue the Charge Certificate. If, however, the Penalty Charge Notice(s) remain unpaid, then the details will be passed to the Foreign and Commonwealth Office so that the matter may be raised in Parliament.

Yours sincerely,  
<Insert name>  
Enforcement Manager.  
<Insert contact details>

## 2.3 Notice of Rejection – Clamp and Removal Template

<Insert Date>

<Insert Customer's name>

<Insert Customer's address1>

<Insert Customer's address2>

<Insert Customer's address3>

<Insert Customer's post code>

Our Ref: <Insert PCN number and CSR's initials>

Dear <Insert customer's name and title>,

RE: Notice of Rejection

Thank you for your recent representation against the immobilisation for Vehicle Registration Mark (VRM) <insert VRM>/Thank you for your recent representation against the removal of Vehicle Registration Mark (VRM) <insert VRM>

In your representation you have stated <Insert relevant text>

<Insert free texts to address points raised in the Representation>.

We have to advise you, therefore, that grounds for acceptance of your representation have not been established and this letter is issued as a formal Notice of Rejection under the Road User Charging (Enforcement and Adjudication) Regulations 2001 (as amended).

We will reconsider your representation again if you can provide additional evidence such as <Insert free texts >. For us to reconsider this evidence we must receive it within 28 days of the date of service of this letter. Evidence should be sent to Congestion charging, <insert address>

As the outstanding Penalty Charge Notice(s) (as detailed below) and release fees have been settled in order for the vehicle to be released no further action will be taken in respect to this case.

You may appeal to the Adjudication Service, an independent Third Party, against this decision on specified grounds within 28 days of the date of service of this letter. The Adjudicator will consider your appeal and make an independent decision, which Transport for London will comply with. You should be aware that in prescribed circumstances the Adjudicator may award costs against you if the appeal is considered frivolous or vexatious or that the conduct in making, pursuing or resisting the appeal was wholly unreasonable. Equally, costs may be awarded against Transport for London if the Adjudicator considers that the disputed decision was wholly unreasonable.

If you wish to appeal against this decision please read, complete, sign and send the attached form within 28 days of the date of service of this letter to the Adjudication Service , <insert Adjudication Service's address>.

Yours sincerely  
<insert name>  
Enforcement Manager.  
<insert contact details>

SAMPLE