

Ref: 16286156

21 December 2021

Dear [REDACTED]

Thank you for contacting us on 4 December about the announcements at Mill Hill East station.

I apologise for the delayed response to your email. We have been working through a backlog of correspondence that has meant that we haven't been able to reply as quickly as we would like.

I'm sorry that one of our customers became distressed by the announcements that were being played at Mill Hill East. Our intention with our announcements is to provide the necessary information to aid our customers travels not to cause distress.

I'm sorry also that the messages at Finchley Central station are not saying which station is next on the trains route.

I will raise this with the Service Control Manager for the Northern line to see if these announcements are able to be updated to reflect the information more accurately.

Thank you for bringing this to our attention.

If there is anything else we can help you with, please reply to this email. Alternatively, you can call us on 0343 222 1234 and we'll be happy to help you.

Kind regards

Trudy Hems
Customer Service Adviser
Transport for London Customer Services

Please be aware that the Northern line (Bank branch) will be closed between Kennington and Moorgate from 15 January to mid-May 2022. This will have a direct impact on not just the Northern line but lines and stations across our network.

For further information click on the following – www.tfl.gov.uk/status-updates/major-works-and-events/northern-line-closure

For alternative methods of completing your journey during this period please use our TfL Go app or our journey planner at www.tfl.gov.uk/plan-a-journey/

If you wish to reply directly to this email, please click on the reply button on your toolbar. Please do not alter or delete the subject line as this may result in a delay responding to your email.

We aim to reply to all emails within ten working days.

