



Penalty Charge Notice

The Road User Charging (Charges & Penalty Charges) (London) Regulations 2001 as amended, The Road User Charging (Enforcement & Adjudication) (London) Regulations 2001 as amended and The Greater London (Central Zone) Congestion Charging Order 2004 as varied.

To:

Make:

Model:

Issue date: _____

Penalty Charge Notice number: _____

Automated payment reference: _____

This Penalty Charge Notice has been sent to you as the registered keeper/person liable of the following vehicle:

Registration Mark: _____

Make: _____

Model: _____

For the following: the use of a vehicle on a road in the charging area to which a charging scheme applies without payment of the appropriate charge, at the time and location stated below:

Location: _____

Date: _____ Time: _____

If you do not respond before the end of the period of 28 days beginning with the date of service of this notice a Charge Certificate may be issued which would increase the penalty charge to _____. Failure to then pay the increased penalty charge may result in the outstanding balance being registered as a debt in the County Court.

You have 14 days beginning with the date of service of this notice to pay the discounted penalty charge of _____. If this is not paid by _____ then the full penalty charge of _____ is payable. If you fail to pay the penalty charge or make representations by _____ a Charge Certificate may be issued which would increase the amount payable to _____.

How to pay your Penalty Charge

To Pay by Credit or Debit Card

Internet

1. Visit tfl.gov.uk/congestioncharge & click on 'Pay a Penalty Charge Notice (PCN)'.

This is the quickest and easiest way to pay and receive a receipt as your payment is immediately credited to the Penalty Charge Notice.

Contact Centre

1. Telephone 0343 222 3333 & Select option 0 to pay the Penalty Charge Notice.
2. Enter the Automated Payment Reference Number above.
3. Please wait for your receipt number to ensure that your payment has been successfully processed.

To Pay by Cheque or Postal Order

Post

1. Please ensure that your payment is posted in time.
2. Please use the Penalty Charge Cheque Payment Slip overleaf.

Service of this Notice

Under the Interpretation Act 1978 s.7, unless the contrary is proved, service is deemed to have been effected at the time when this Penalty Charge Notice would be delivered in the ordinary course of post.

Privacy Notice

Transport for London (TfL), its subsidiaries and service providers will use your personal information (including data captured by camera) for the purposes of customer services and administration, the enforcement of road user charging schemes, the provision of travel related information, research, fraud prevention and debt recovery. Your personal information will be properly safeguarded and processed in accordance with privacy and data protection legislation. Further information is available at www.tfl.gov.uk/privacy

We may share your information with, and receive information from, the Driver and Vehicle Licensing Agency, local authorities and other relevant organisations, to administer and enforce TfL's road user charging schemes (including verifying discount eligibility); prevent and detect crime, trace and recover unpaid debt and protect public funds. TfL may randomly select and monitor vehicles subject to a discount to identify possible fraudulent use. If you persistently fail to pay any road user charges due or attempt to defraud TfL, we may record your vehicle's movements to assist in tracing persistent evaders and those committing fraud.

In certain circumstances, TfL may also share your personal information with the police and other law enforcement agencies for the purposes of the prevention and detection of crime.

Penalty Charge Cheque Payment Slip

Penalty Charge Notice number

Tear off this Penalty Charge Cheque Payment Slip.

Vehicle registration mark

Attach your cheque or postal order payment to this slip.

Ensure the cheque or postal order is made payable to **'Transport for London'**.

Write the Penalty Charge Notice number on the reverse of the cheque or postal order.

Post to Congestion Charging, PO Box 340, Darlington, DL1 9PZ.

THE QUICKEST AND EASIEST WAY TO PAY IS VIA THE INTERNET

To make representations against the penalty charge

Listed below are the formal grounds on which you may make a representation or an appeal as laid down under regulation 13 of the Road User Charging (Enforcement and Adjudication) (London) regulations 2001 as amended. If none of these grounds are applicable you may still make a representation. Representations must be made in writing.

Where appropriate please provide evidence to support your representation.

Written representations can be made easily **on line** via our website tfl.gov.uk/congestioncharge and following the link 'make a representation online' where you can also add copies of any evidence or by post sending it to Congestion Charging, PO Box 340, Darlington, DL1 9PZ.

Your representation may be disregarded if it is received more than 28 days after service of this notice.

On receipt of your representation, TfL will consider it and all the relevant evidence. If your representation is rejected you may appeal to an independent adjudicator before the end of the period of 28 days beginning with the date of service of the notice of rejection (unless the adjudicator allows more time). You may make additional representations on any of the six statutory grounds upon appeal. TfL will comply with the adjudicator's directions. Please remember to complete all sections of the representation form and enclose any relevant supporting evidence.

Representations against the notice

1. I was not the keeper at the time of the contravention e.g. I have never been the keeper, I ceased to be the keeper, I became the keeper after the date of the contravention. **Please provide as much supporting evidence as possible e.g. a copy of a receipt for the sale of the vehicle or a copy of the notification of change of keeper sent to the DVLA and provide the details of the person liable.**

Name

Address

Postcode

Buyer / Seller Date bought/sold/notified DVLA
(Cross out where not applicable)

If you have not notified the DVLA that you no longer have the vehicle, you should write to Central Casework Group, Sensitive Casework, D5, DVLA, Swansea, SA99 1ZZ, providing the date of sale and the name and address of the person who bought the vehicle.

2. I had paid the congestion charge due for the vehicle used on that date, at the time and in the manner required by the charging scheme. **Please enter the receipt number below and/or provide proof of payment**

3. In the circumstances, no penalty charge is payable under the charging scheme e.g. I was not within the charging area during charging hours (**please provide all evidence to support your representation**).
4. The vehicle was used or kept without my consent e.g. stolen (**please provide an explanation, the crime reference number and the name of the police station to which it was reported if applicable**).
5. The penalty charge exceeds the amount payable in the circumstances of the case, e.g. I have been requested to pay a penalty charge amount above that detailed in the regulations (**please provide an explanation and all required evidence to support such a representation**).
6. We are a vehicle hire firm and the vehicle was hired under an agreement at the time and the person liable signed a statement of liability for any resulting penalty charges. **Vehicle hire firms must provide a copy of the hire agreement relevant to the contravention date. It must be in accordance with Section 66 of the Road Traffic Offenders Act 1988 and contain all the relevant particulars required under Schedule 2 of the Road Traffic (Owner Liability) Regulations 2000 which includes the hirers name address and signed statement of liability.**

Details of your representation

Penalty Charge Notice Number

Date of contravention

Vehicle registration mark

Continue on a separate sheet if necessary. Please ensure that any additional sheets are clearly marked with the Penalty Charge Notice number(s).

I confirm the details of my representation are correct to the best of my knowledge. I realise that making a false statement may result in prosecution and a fine upon conviction to level five of the standard scale (currently £5,000).

Signature

Date

Please print name

Current telephone number

Email address

If you are making a representation on behalf of a **business or hire firm** please provide the information below.

Business name

Your position