

## Service Delay Refunds

If a Tube, DLR, London Overground or Elizabeth line service is delayed for a reason within TfL's control you may be able to get a refund- see [www.tfl.gov.uk/service-delay-refunds](http://www.tfl.gov.uk/service-delay-refunds). The table below shows the number/value of refunds paid to customers by month from January 2013 to December 2023.

TfL has an online account-based system. Customers can query individual claims by contacting TfL's contact centre. It is not possible to identify the amount/value of claims processed by TfL's contact centre.

Month-year	Total Claims	Total Value of Refunds	Average Refund Value
Jan-13	24,680	£85,472	£3.46
Feb-13	21,896	£73,623	£3.36
Mar-13	27,961	£95,171	£3.40
Apr-13	30,904	£98,384	£3.18
May-13	13,839	£43,009	£3.11
Jun-13	20,615	£69,612	£3.38
Jul-13	25,974	£86,706	£3.34
Aug-13	14,856	£49,119	£3.31
Sep-13	13,164	£43,029	£3.27
Oct-13	38,759	£142,152	£3.67
Nov-13	32,016	£115,129	£3.60
Dec-13	19,966	£68,050	£3.41
Jan-14	25,244	£86,299	£3.42
Feb-14	28,111	£77,581	£2.76
Mar-14	13,188	£34,988	£2.65
Apr-14	10,858	£34,230	£3.15
May-14	12,599	£41,706	£3.31
Jun-14	8,049	£27,716.30	£3.44
Jul-14	11,466	£30,454	£2.65
Aug-14	10,381	£19,858	£1.91
Sep-14	16,238	£31,115	£1.92
Oct-14	16,240	£33,429	£2.06
Nov-14	17,859	£24,976	£1.40
Dec-14	18,298	£31,583	£1.73
Jan-15	11,603	£44,545.60	£3.84
Feb-15	8,648	£31,947.30	£3.69
Mar-15	5,818	£23,191.00	£3.99
Apr-15	10,299	£38,376.25	£3.73
May-15	2,115	£7,175.85	£3.39
Jun-15	5,932	£20,876.90	£3.52
Jul-15	6,892	£26,540.95	£3.85
Aug-15	3,937	£14,159.85	£3.60
Sep-15	5,127	£18,557.50	£3.62
Oct-15	19,718	£82,151.00	£4.16
Nov-15	21,272	£86,874.95	£4.08
Dec-15	6,210	£23,782.05	£3.83
Jan-16	11,367	£44,257.05	£3.89
Feb-16	12,174	£47,644.35	£3.91
Mar-16	13,124	£51,520.60	£3.93
Apr-16	8,560	£31,410.65	£3.67

Month-year	Total Claims	Total Value of Refunds	Average Refund Value
May-16	12,588	£48,845.15	£3.88
Jun-16	18,032	£69,045.95	£3.83
Jul-16	14,086	£56,086.40	£3.98
Aug-16	7,806	£29,362.80	£3.76
Sep-16	9,609	£38,354.55	£3.99
Oct-16	11,787	£44,773.80	£3.79
Nov-16	11,684	£44,028.75	£3.77
Dec-16	17,993	£65,433.75	£3.64
Jan-17	15,339	£59,264.00	£3.86
Feb-17	12,288	£49,740.40	£4.05
Mar-17	11,014	£42,083.52	£3.82
Apr-17	8,551	£28,843.15	£3.37
May-17	5,714	£22,927.65	£4.01
Jun-17	10,525	£41,773.35	£3.97
Jul-17	10,122	£29,147.75	£2.88
Aug-17	10,385	£37,549.00	£3.62
Sep-17	7,996	£30,833.90	£3.86
Oct-17	13,012	£51,644.45	£3.97
Nov-17	19,062	£74,263.45	£3.90
Dec-17	10,424	£38,632.40	£3.71
Jan-18	17,213	£67,275.15	£3.91
Feb-18	15,061	£58,316.10	£3.87
Mar-18	21,679	£83,517.10	£3.85
Apr-18	16,862	£61,909.30	£3.67
May-18	13,649	£48,221.90	£3.53
Jun-18	16,246	£56,830.90	£3.50
Jul-18	23,235	£79,363.10	£3.42
Aug-18	16,317	£58,402.55	£3.58
Sep-18	17,398	£61,037.25	£3.51
Oct-18	35,228	£128,103.40	£3.64
Nov-18	35,441	£128,598.30	£3.63
Dec-18	22,479	£78,219.85	£3.48
Jan-19	23,485	£83,693.70	£3.56
Feb-19	43,233	£153,853.50	£3.56
Mar-19	31,013	£108,647.80	£3.50
Apr-19	38,087	£126,900.30	£3.34
May-19	53,737	£192,529.15	£3.58
Jun-19	54,971	£191,460.05	£3.48
Jul-19	63,352	£212,460.85	£3.35
Aug-19	13,557	£51,487.70	£3.80
Sep-19	18,803	£77,704.45	£4.13
Oct 19	49,116	£201,393.45	£5.93
Nov 19	46,076	£169,177.70	£3.67
Dec 19	25,654	£165,492.95	£6.45
Jan 20	13,676	£57,530.15	£4.20
Feb 20	17,412	£70,767.45	£4.06
Mar 20	10,472	£53,439.80	£5.11
Apr 20	1,824	£13,447.95	£7.37
May 20	176	£570.15	£3.24
Jun 20	258	£791.95	£3.07
Jul 20	374	£1181.30	£3.16

Month-year	Total Claims	Total Value of Refunds	Average Refund Value
Aug 20	624	£2215.70	£3.55
Sep 20	900	£3029.10	£3.37
Oct 20	817	£2682.05	£3.28
Nov 20	554	£1764.90	£3.19
Dec 20	503	£1662.25	£3.30
Jan 21	683	£2244.30	£3.29
Feb 21	999	£3314.20	£3.32
Mar 21	1,315	£4612.20	£3.51
Apr 21	1,447	£4852.80	£3.35
May 21	1,365	£4627.55	£3.39
Jun 21	2,240	£7162.75	£3.20
Jul 21	1,744	£5689.20	£3.26
Aug 21	1,650	£5608.00	£3.40
Sep 21	2,202	£7241.15	£3.29
Oct 21	4,440	£15,656.85	£3.53
Nov 21	4,906	£18,052.85	£3.68
Dec 21	3,394	£11,826.15	£3.48
Jan 22	2,516	£8,170.15	£3.25
Feb 22	3,435	£12,041.80	£3.51
Mar 22	4,089	£15,395.30	£3.77
Apr 22	4,601	£17,885.70	£3.89
May 22	4,786	£18,199.15	£3.80
Jun 22	4,450	£16,909.35	£3.80
Jul 22	5,593	£22,059.80	£3.94
Aug 22	5,993	£22,596.10	£3.77
Sep 22	3,518	£13,945.15	£3.96
Oct 22	3,740	£15,392.35	£4.11
Nov 22	6,379	£26,594.85	£4.17
Dec 22	6,495	£24,925.75	£3.84
Jan 23	6,831	£28,655.45	£4.19
Feb 23	4,627	£18,138.90	£3.93
Mar 23	4,358	£17,059.00	£3.91
Apr 23	4,964	£19,368.25	£3.90
May 23	7,074	£30,674.40	£4.38
Jun 23	6,899	£27,905.55	£4.05
Jul 23	5,644	£22,309.35	£3.95
Aug 23	5,576	£22,758.35	£4.08
Sep 23	5,986	£23,721.15	£3.96
Oct 23	6,360	£26,617.35	£4.19
Nov 23	5,274	£21,667.95	£4.11
Dec 23	6,736	£27,110.90	£4.02