

Penalty Charge Notices

A guide from Alphabet





What is a Penalty Charge Notice (PCN)?

Penalty Charge Notices are issued when people breach certain regulations, such as parking where restrictions apply, entering and stopping in a box junction, driving in a bus lane etc. Some PCNs are issued directly and are often placed onto a vehicle's windscreen, however, most are captured and enforced using CCTV footage. Sometimes, bus lane contraventions can be issued as an enforcement notice rather than a PCN.

What should you do if you receive a PCN?

If you find a PCN on your windscreen, you should either make the payment or submit an appeal immediately to avoid any escalations. Because we're the registered keeper of the vehicle, if you don't do either of these things straight away, we'll receive a PCN that can be for a higher amount than the original fine.

For any PCNs captured by CCTV, we'll be sent those directly in the post.

What will we do with any PCNs we receive?

We'll pay them as soon as we receive them to take advantage of the reduced rate that's usually offered, and also to prevent any further escalation (i.e. having to appear in court). If you prefer, you can choose to have all PCN notices transferred to you instead. Simply speak to our Vehicle Administration Team to do this. For any PCNs relating to the use of London bus lanes, it's not possible for us to transfer these across, so we will pay these and pass the costs onto you.



We make managing fines simple

To make things easier, we have an Advanced Fine Notification service which can inform you of any fines which we have paid or transferred – so you can take action earlier if you want to appeal the claim. You and your driver will receive an email which lets you know what action we've taken and also provides a copy of the fine ahead of your monthly invoice. To opt-in to this service, simply email vehicleadmin@alphabet.co.uk.

How to appeal any fines

If we've paid a PCN for you and you feel there are grounds to dispute it, please contact our Vehicle Administration Team. They'll be able to help you with this and send you a letter to appeal the fine directly with the issuing authority. We'll also share any instructions shown on the fine.

If you're sending an appeal by post, we recommend using registered or tracked delivery, especially if you're including any supporting evidence.

If your appeal is successful, the issuing authority will issue a refund to Alphabet which we will then pass on to you. Please be aware that refunds can take up to 28 days to reach us, but once we have them we'll credit them to you within 30 days of receipt.

Ways to avoid receiving a fine

- Make sure any parking permits, payment tickets or Blue Badges are clearly displayed.
- Keep your registration number and payment details up-to-date and double check that they're correct on any Auto Pay apps or accounts, e.g. make sure you're using 'O' instead of '0'.
- Check you've paid for the correct date.
- Be vigilant and check for any signage about parking restrictions and make sure you pay the appropriate fee.
- If you breakdown, keep all your paperwork safe just in case you need it for a future appeal.

More information

www.gov.uk/parking-tickets/paying-a-ticket

www.gov.uk/parking-tickets/challenging-a-ticket

www.londontribunals.gov.uk



Alphabet Vehicle Administration Team

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Registered in England and Wales 3282075.

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ALMAR 383_1 Exp 28/10/22

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