

Advance Fines Notification FAQs

A guide from Alphabet





What is Advanced Fine Notification?

Advanced Fine Notification (AFN) is a free, opt-in Alphabet service whereby we send an automated email to notify you and your driver that a vehicle-related fine has been received and processed by us.

The email is sent within 24 working hours of the fine being paid or its liability transferred. This provides advanced warning of any recharge invoice, which can take between four and six weeks to be processed.

The AFN email includes a copy of the fine notification, and this will inform you of our actions, and any steps you need to take. It will also include a third-party authorisation letter, which will allow you or your driver to appeal directly to the Issuing Authority.

If we receive a Notice of Intended Prosecution regarding a particular fine, the AFN email will not contain a copy of this Notice, in line with Police guidance.

How do I arrange for this service to be activated?

Activation is easy.

Simply email our Vehicle Administration Team at vehicleadmin@alphabet.co.uk and send the following information:

- Your company name
- Your email address, and up to 2 CC addresses, where we can send the AFN emails
- The date on which you'd like this service to begin

How long does it take to activate?

Once set-up has been requested, allow up to 10 working days for full activation.

Is there an administration fee?

No, this service is free for Alphabet Customers.

How does the recipient know if Alphabet has paid the fine notice?

The email will always outline any action Alphabet has taken. If you have any further queries, you can contact our Vehicle Administration Team, whose details will also be provided within the email.

How do I challenge a penalty?

The third-party authorisation letter, attached to every AFN email, will allow you to appeal directly to the Issuing Authority. Ensure you include the third-party authorisation letter with your appeal.



Have another question?
Contact our Vehicle Administration Team
at vehicleadmin@alphabet.co.uk
or call **0370 0120 334**

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