

Email to TEC on 26th November 2018

Dear Sirs,

I am contacting you on behalf of [REDACTED], who we have been advising on a TE3 Recovery Order that you apparently sent her giving the name of applicant as 'Mersey Gateway Crossing'.

Her details are-

Address: [REDACTED].

The Recovery Orders were for four PCN's, two on the 21st June and two on 8th July. One of them is numbered XM[REDACTED], another is XM[REDACTED].

Car reg: [REDACTED]

We advised [REDACTED] that we thought that the Recovery Order you sent her might not be proper, but that she should in any case tick whatever box was appropriate on the TE9 Witness Statement and return it to the required address. She did this on 7th November.

On the 22nd she received a letter dated 16th November apparently from you. The letter said that she had completed the wrong form and that she had to complete a "Dart Charge TE9". You enclosed copies of the blank Dart Charge forms and returned the forms that she had sent you on the 7th.

The Dart Charge of course refers to the Dartford Crossing and Emma's alleged contraventions were on the Mersey Gateway Crossing.

I tried to ring you about this shortly after 4.30 today, but eventually got a message indicating that I would be unlikely to reach the top of the answer queue before your office closed at 5.00.

What you are asking [REDACTED] to do seems to be incorrect, will you please confirm that she must do this.

What you are doing with [REDACTED], may also have affected or will affect other members of our group which has over 5,500 members. So we want the following information, and would appreciate an early response -

1. Why you are sending out TE3 'Mersey Gateway Crossing' forms and then when you get them back you are returning them and saying that people have sent you the wrong forms?
2. The answer to the above may be that you did not send out the TE3 Mersey Gateway Crossing forms. If so, then who has sent these forms out? And did you authorise the sending out of these forms?
3. Why are you telling people who have been issued with a PCN and Recovery Order for the Mersey Gateway Crossing to complete a form which is for the Dart Charge?

John McGoldrick
Admin
Scrap Mersey Tolls