

Highways England
Severn Bridges Group
Toll Administration Building
Bridge Access Road
Aust
Bristol
BS35 4BE
Tel: 0343 3535 056
Email: tag@severnbridge.co.uk

2 November 2018

Dear Sir/Madam,

Severn Bridges end of tolling: Closing your TAG account

What is happening?

Highways England currently operates both the M4 and M48 Severn Bridges on behalf of the Government. In July 2017, the UK Government announced that the toll charge at the Severn Bridges would be abolished by the end of 2018.

The end of tolling is currently planned for the **17 December 2018**. Highways England will begin to close TAG accounts and refund deposits and TAG balances from **2 January 2019**.

What do I need to do?

Make sure you carry out the following steps to help us close your TAG account and refund you any money due. We need you to:

- Provide authorisation for us to close your TAG account
- Provide your up-to-date bank account details and sort code

Details of how to do this are outlined on the next page. You can also return your TAG device to us so that we can dispose of them in an environmentally friendly manner. If you choose to keep your TAG we can still close your account and refund any monies outstanding.

The deadline to close all TAG accounts and process refunds is 31 March 2019.

Please note the following:

- Full payment of every crossing will be required up until the end of tolling. Any misuse of TAG devices, in accordance with the Terms & Conditions, will be enforced and outstanding debt recovered on behalf of Highways England.
- The TAG account refund balances will be unique to each individual and will consist of the balance and TAG device deposit(s). If the account has a negative balance or outstanding violations are due, then the outstanding balance will be settled first with monies recovered from the deposit before being refunded. Please note we will only refund a valid TAG device deposit to the account holder.

Severn Bridges TAG Returns Process

How do I close my TAG account and receive my refund?

There are two ways you can close your TAG account:

1) Phone: Call us on **0343 3535 056**. The office will be open from **8am to 6pm**, Monday to Friday. You will be provided with options to then provide authorisation and your bank account details and sort code. Please note we're expecting to receive extremely high call volumes during the close-down period, so we're asking you to kindly bear with us. We will endeavour to answer your call as soon as possible.

2) Post: You can write to us at the address at the top of this letter. Please provide us with:

- Your TAG account number
- A contact phone number
- Authorisation to refund
- Your bank account number and sort code.

A form for you to provide these details to us can be downloaded from our website at: www.severnbridge.co.uk. Please note that due to high volumes of TAG returns, our post room will be very busy. We kindly ask that you bear with us when waiting for a reply. We may call you to confirm any details provided in a letter for security purposes.

For enhanced security, we won't be accepting any bank details or completed forms by email. It's more secure to provide us with these details by phone or post.

Providing your bank account details:

Highways England will be refunding monies by BACS transfer (to the bank account linked to you TAG) in line with the TAG account Terms and Conditions, a copy of which can be found on our website. We are asking all TAG account holders to update their bank details from the **2 January 2019** for Highways England to refund any monies owed. All bank account details submitted will be screened using fraud detection tools and logged securely in compliance with industry security standards.

Your bank account details must be in the following format:

Sort code: **6 digits** E.g. 10-20-30 Bank account number: **8 digits** E.g. 12345678

Direct Debits:

We will be stopping all direct debit payments from the **17 December 2018**.

- **Season TAG holders:** This letter is formal notification from Highways England that we will be amending your direct debit to coincide with the last day of tolling on the 17 December. Your direct debit will be amended depending on the date it is taken, and you will only be charged up until midnight on the 16 December. Any travel on the 17 December will need to be paid for by cash or card when required. Please note, as per the Terms & Conditions, no refund will be possible for any unused time.
- **Trip TAG holder:** Highways England will take no further payments from the 18 December, unless there is a violation due. It will be your responsibility to notify your bank and cancel the direct debit.

Returning your TAG devices to Highways England:

Collection points:

We're asking customers to drop off their TAG devices at one of our collection points, which will be located at Motorway Service Areas, shopping centres and retail parks. An up to date list of these locations can be found on our website: www.severnbridge.co.uk

Post:

If you are unable to return your TAG device to a collection point, you can return any TAG devices when you no longer require them in order for them to be recycled, to the address at the top of this letter.

If you find a suitable outlet that will recycle your TAG device, please feel free to use this as an option. This may include local recycling collections, tips, and electrical retailers. Please check with any outlet first if they are able to accept and recycle the TAG device for you.

TAG office closures:

Please note that the M4 TAG office in Rogiet will be closing on **16 November 2018** for safety reasons, before the end of tolling operations, as the site is prepared for closure. There will be no public access to the TAG office from this date and there will be no safe place to stop a vehicle within this works area. Aust TAG office will be closed from **14 December 2018**, with no public access from this date. Please do not return TAG devices in person.

While the Aust TAG office is closed from 14 December for refurbishment works and the festive period, we will not be processing any TAG returns, refunds or account closures. The office will re-open for the close down of accounts from 2 January 2019.

Further Information

If you have any queries or concerns about the closure and would like further information, or require this document in another format, please contact us:

Phone: 0343 3535 056 **Email:** tag@severnbridge.co.uk

Yours Sincerely



Hannah Milliner, General Manager
Severn Bridges Group, Highways England