

From: [Christopher Duncombe](#)
To: [FOIA Metra](#)
Subject: Freedom of Information Request
Date: Wednesday, July 3, 2019 11:19:20 AM

Good afternoon,

I am conducting post-graduate academic research into credit/debit payment card fraud on different railway networks across the world. Your assistance would be greatly appreciated as part of this research.

1. Please can you let me know how many incidents involving credit/debit card payment fraud (including contactless) have been recorded on the railway network owned/operated by, or branded by, Metra.

Please can figures be broken down into the time frames as below, all dates inclusive.

- 01/01/2018 – 31/12/2018
- 01/01/2017 – 31/12/2017
- 01/01/2016 – 31/12/2016
- 01/01/2015 – 31/12/2015
- 01/01/2014 – 31/12/2014

2. How many incidents involving payment card fraud were referred to the Police or other law enforcement agency, in the time frames of question 1?
3. If recorded, please can you provide an average loss per incident per year and a total loss for each year, in the time frames of question 1?

Correspondence via e-mail is appreciated. Please let me know if you need any more information.

Kind regards,

Chris Duncombe