



TfL contactless refunds return after cyber attack Free 041224

## Description



TfL contactless refunds return after cyber attack

## TfL contactless refunds return after cyber attack

**Transport for London (TfL) customers who use a contactless card or a mobile device to pay for journeys can now claim refunds for delays, after the online service was disabled following a cyber attack in September.**

Customers can also access their journey history online, external for the first time in three months.

It comes as systems were restored for concession travel such as 18+ student and 60+ Oyster photocard.

The latest update from TfL marks the end of the systems outage and it said all fares services had been reinstated.

TfL said it identified suspicious activity within its network on 1 September, and took the decision to restrict access to parts of its online system while “safety checks” were carried out.

It said that now the contactless area of its online system had been restored, passengers and TfL staff “can now access both Oyster and contactless journey history, correct incomplete journeys and process service delay refunds if required”.

TfL has warned there may be a delay in contacting customer services while the backlog is managed.

It advised customers to log on to their account and correct incomplete journeys and request refunds online.

Want to earn £20 an hour call 020 8269 4500 24 Hour Line Option 2

Sureserve Compliance South (Formerly K&T Heating)

The transport authority says it is also processing refunds for photocard concession passengers who paid more for their journeys than they should have while the systems were down.

It says expired 5-10 and 11-15 Zip Oyster photocard will continue to be accepted until 31 December.

Shashi Verma, chief technology officer at TfL said: “We’re pleased that customers can now access their contactless journey history again, meaning that all TfL fares services impacted by the recent cyber incident are now reinstated.

“We apologise for any inconvenience that this incident has caused our customers.”

Hotel Booking

[Home Page Banzai Japan](#)

<https://www.youtube.com/watch?v=zQKpQJhRzRY&list=PLtnxlcx-lhIKCgG4pZ4qpFN1A9WrdlxZ>

## Category

1. All
2. News
3. UK
4. London

## Tags

1. London
2. King

## Date Created

04/12/2024

## Author

admin

default watermark