

Penalty Charge Notices

A guide from Alphabet





What is a Penalty Charge Notice (PCN)? Penalty Charge Notices are issued in the form of a fine when drivers breach certain regulations, such as parking where restrictions apply, entering and stopping in a box junction, driving in a bus lane etc. Some PCNs are issued directly and are often placed onto a vehicle's windscreen, however, most are captured and enforced using CCTV footage.

What should you do if you receive a PCN?

If you find a PCN on your windscreen, you should either make the payment or submit an appeal immediately to avoid any escalations. Alphabet are the registered keeper of the vehicle, if you don't do either of these things straight away, we'll receive a PCN that can be for a higher amount than the original fine.

For any PCNs captured by CCTV, we'll be sent those directly in the post.

What will we do with any PCNs we receive?

We will look to either transfer liability or pay the fine to take advantage of the reduced rate that is usually offered. This is dependent on the type of fine and the authority who issues it. We will contact you upon receipt of any fine relating to your vehicle and detail how we have processed it.



We make managing fines simple

To make things easier, we have an Advanced Fine Notification service which can inform you of any fines which we have paid or transferred – so you can take action earlier if you want to appeal the claim. You and your driver will receive an email which lets you know what action we've taken and also provides a copy of the fine ahead of your monthly invoice. To opt-in to this service, simply email vehicleadmin@alphabet.co.uk.

How to appeal any fines

Appeals can be made directly with the issuing authority, either online or by post. Please include the third-party authorisation letter which is included within the email notification for the fine.

If you're sending an appeal by post, we recommend using registered or tracked delivery, especially if you're including any supporting evidence.

If your appeal is successful, the issuing authority will issue a refund to Alphabet which we will then pass on to you. Please be aware that refunds can take up to 28 days to reach us, but once we have them we'll credit them to you within 30 days of receipt.

Ways to avoid receiving a fine

- Make sure any parking permits, payment tickets or Blue Badges are clearly displayed.
- Keep your registration number and payment details up-to-date and double check that they're correct on any Auto Pay apps or accounts, e.g. make sure you're using 'O' instead of '0'.
- Check you've paid for the correct date.
- Be vigilant and check for any signage about parking restrictions and make sure you pay the appropriate fee.
- If you breakdown, keep all your paperwork safe just in case you need it for a future appeal.

More information

www.gov.uk/parking-tickets/paying-a-ticket

www.gov.uk/parking-tickets/challenging-a-ticket

www.londontribunals.gov.uk

Have another question?
Contact our Vehicle Administration Team at:
www.alphabet.com/en-gb/vehicle-fine-support

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