



# Freight Transport Association

**23rd October 2017**

**Assignment of Tag Accounts to Highways England**

As you may be aware, the maintenance and operation of the Severn Crossings are being taken over by Highways England on behalf on the Secretary of State for Transport from 00:01am on 8th January 2018 (the "Transfer Date"). At that point Severn River Crossing Plc will cease to have anything to do with the operation of the M4 and M48 toll plazas, which will then be managed by Highways England.

As a result, Severn River Crossing Plc will be assigning all live TAG Accounts over to Highways England at this date under the provisions of clauses 6.4, 10 and 11 of the Season Tag Agreement, the Shared Tag Agreement and the Trip Tag Agreement respectively.

The assignment is to allow your account to change over smoothly with no interruption of service. However, if for any reason, you wish to object to the assignment of your account to Highways England please contact customer service so they can arrange to close your account ahead of the Transfer Date and refund your balance.

Highways England will be in contact with all live TAG Account Holders to amend and update the direct debits and provide any other information about your accounts for continuing the service after the Transfer Date.

In order for HE to be in contact with customers in a timely manner Severn River Crossing will be providing copies of account holder names and addresses (including email addresses) prior to the transfer. they will only provide other details such as account details at the point of assignment.

Please contact customer support before 24th November 2017 if you object to your name and address being provided in this way, so they can arrange to close your account ahead of the Transfer Date and refund your balance."

If you have any questions regarding the above please contact Customer Support at [customer.service@severnbridge.co.uk](mailto:customer.service@severnbridge.co.uk), or telephone 01454 635056.