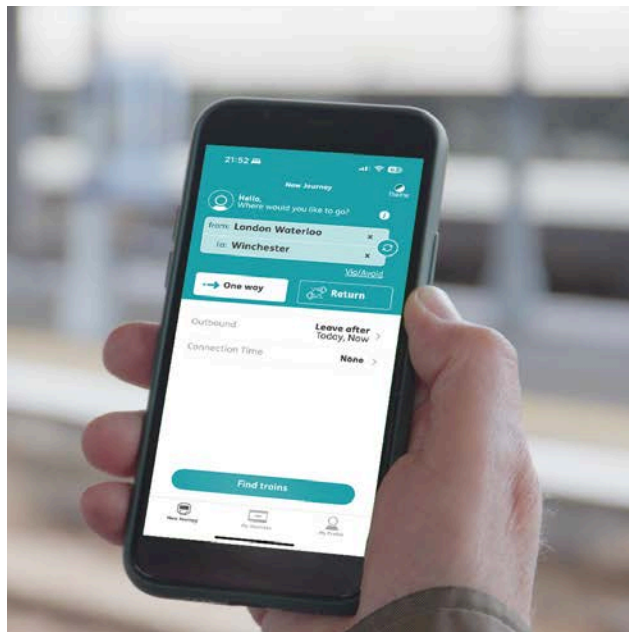
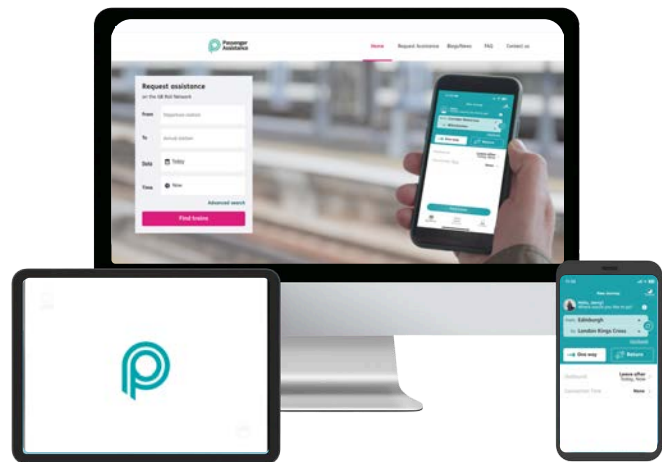




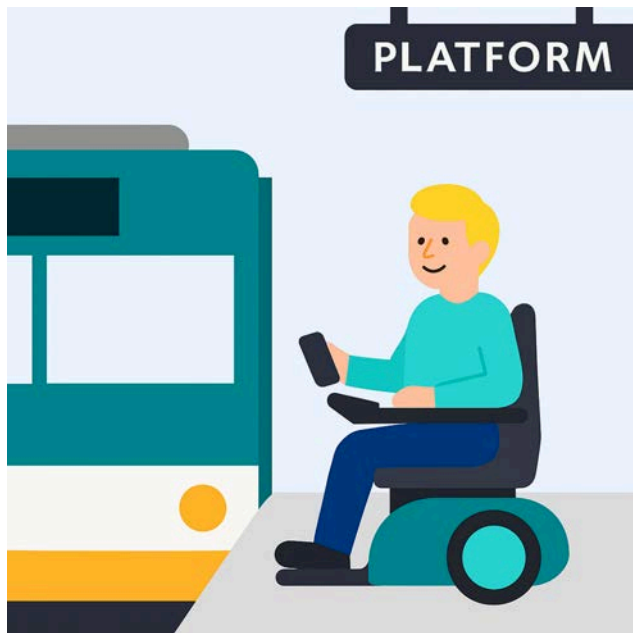
What is Passenger Assistance?



When you go on a train you can get help from train companies.



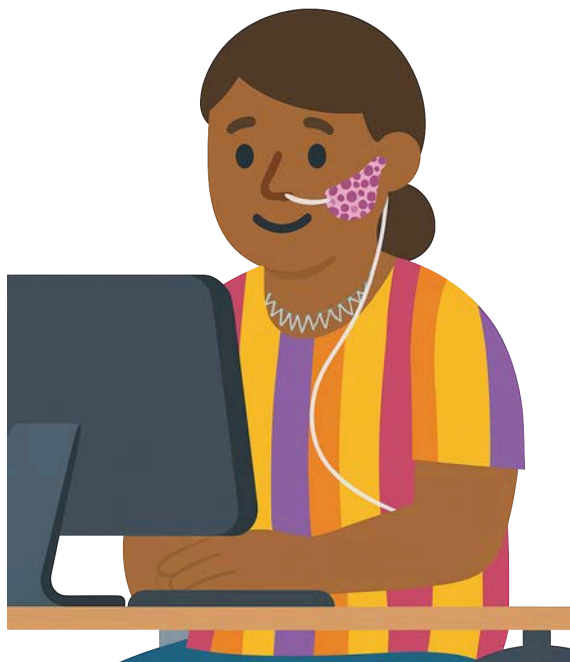
Passenger Assistance is an app and website.



Passenger Assistance lets you ask for help for your train journey before you travel.



You can use the Passenger Assistance app on a smartphone.



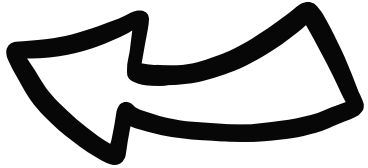
Or you can use the Passenger Assistance website.



You do not have to pay for Passenger Assistance.



You can ask for help with Passenger Assistance before or after you buy your train ticket.

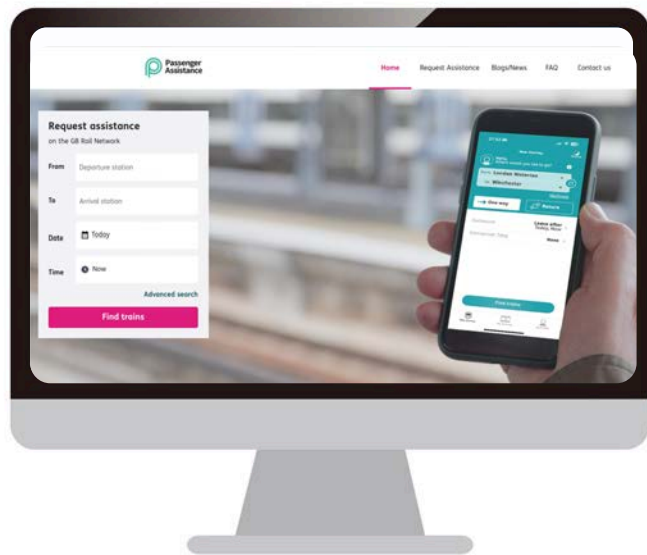




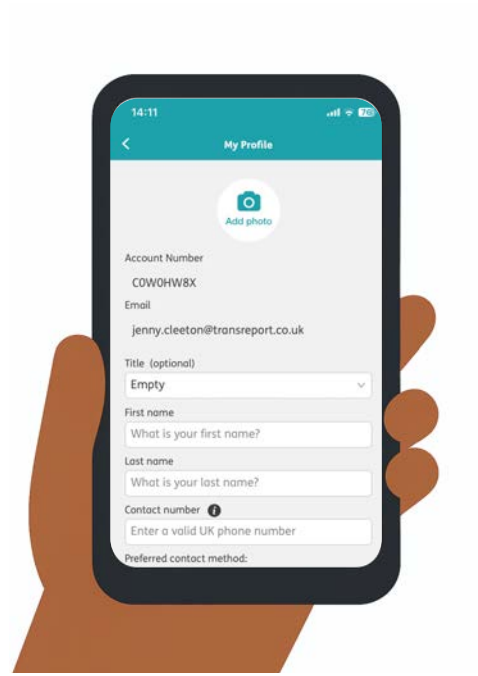
Passenger Assistance does not sell train tickets.



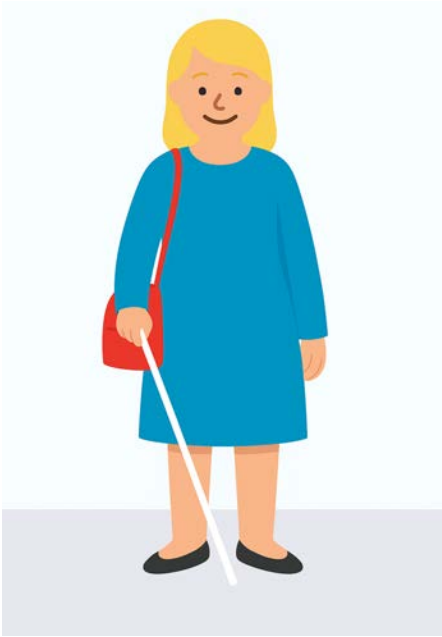
To get the app you need a smartphone.



If you do not want to use the app, you can go to passengerassistance.com



To use Passenger Assistance, you need a profile to ask for help.



A profile tells people what help you need and saves your information.



Passenger Assistance shares your profile with the train company when you ask for help.



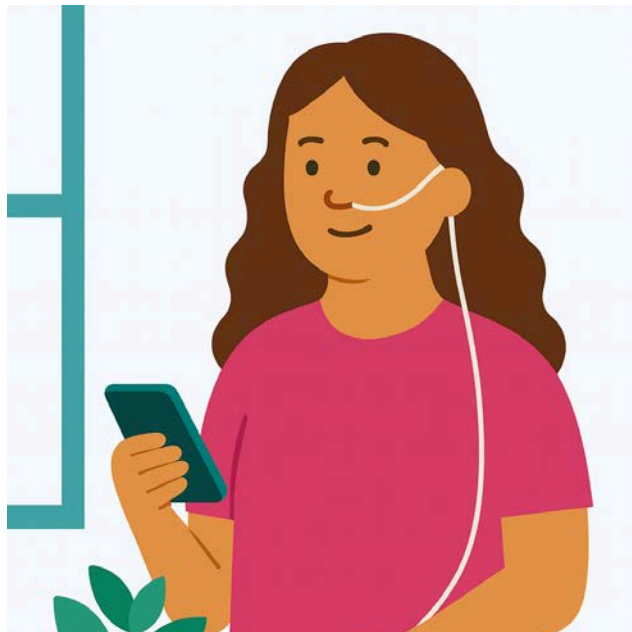
Your profile helps the train company understand how to help you.



You can ask for help with Passenger Assistance up to two hours before you get on the train.



You can ask for help to make your journey accessible for you.



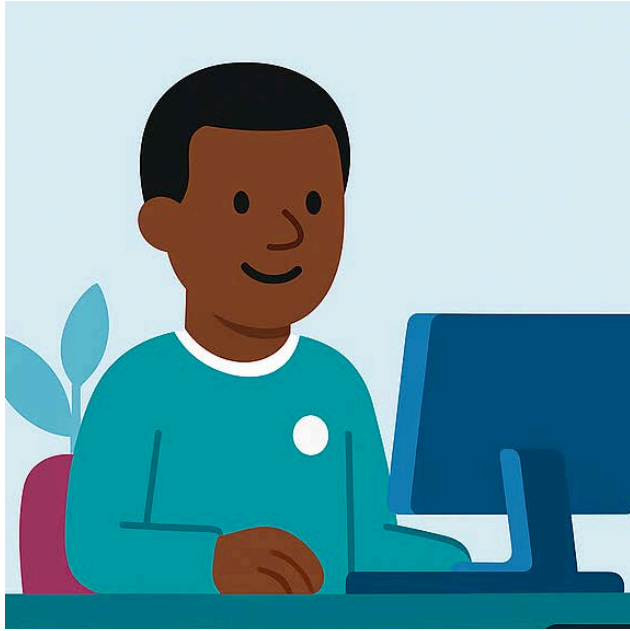
You can use Passenger Assistance to ask for help.



You can get help from the train company without using Passenger Assistance.



You can turn up at the train station and ask for help.



You can phone or email to ask for help.



It is always your choice how to ask for help.