

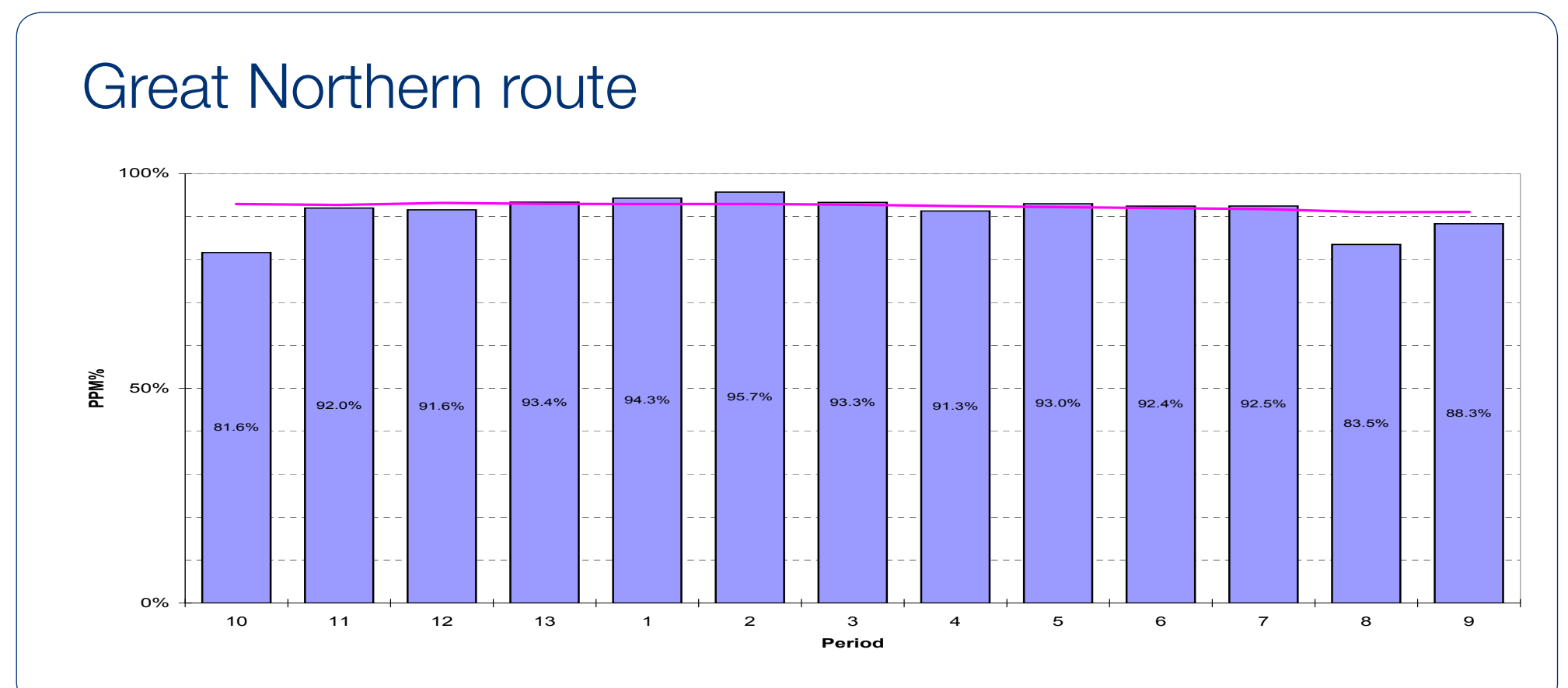
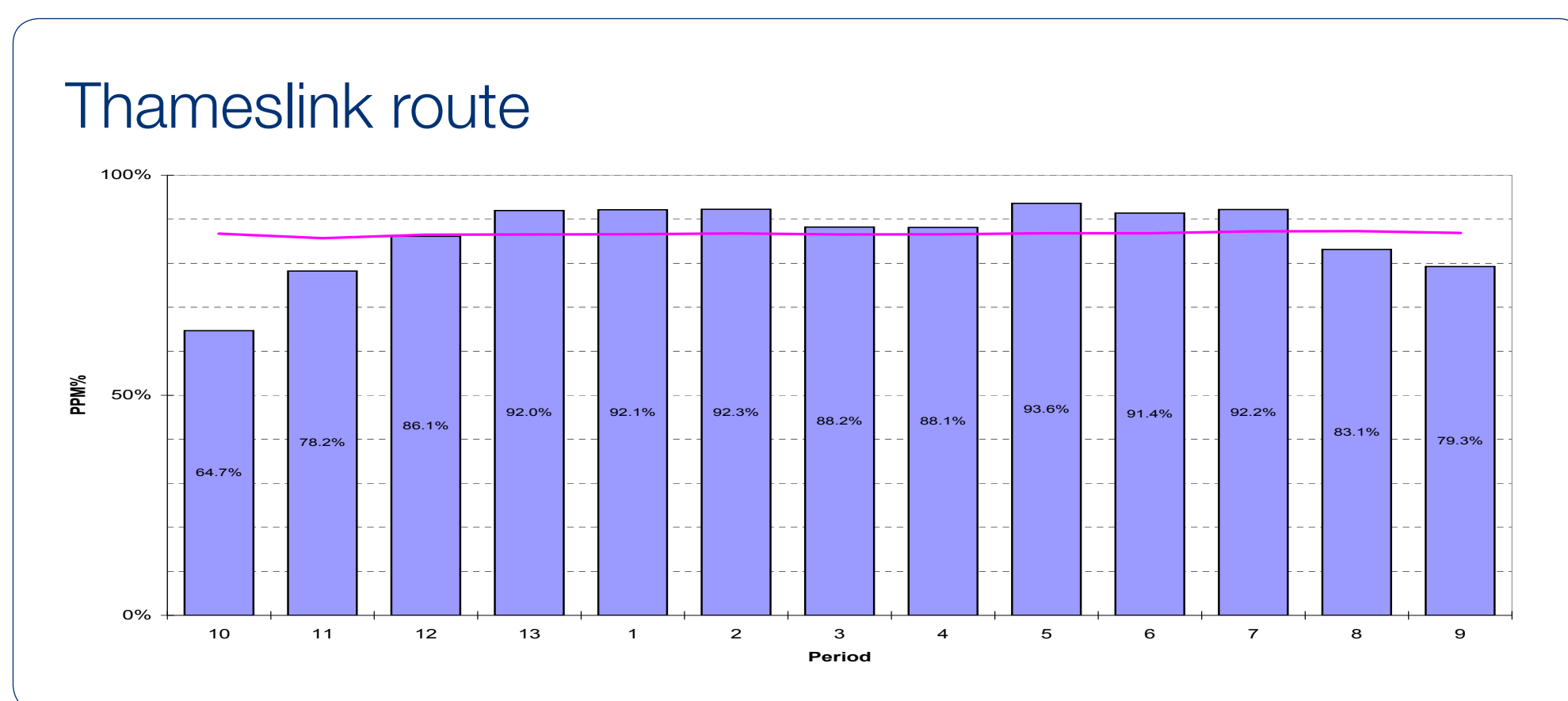
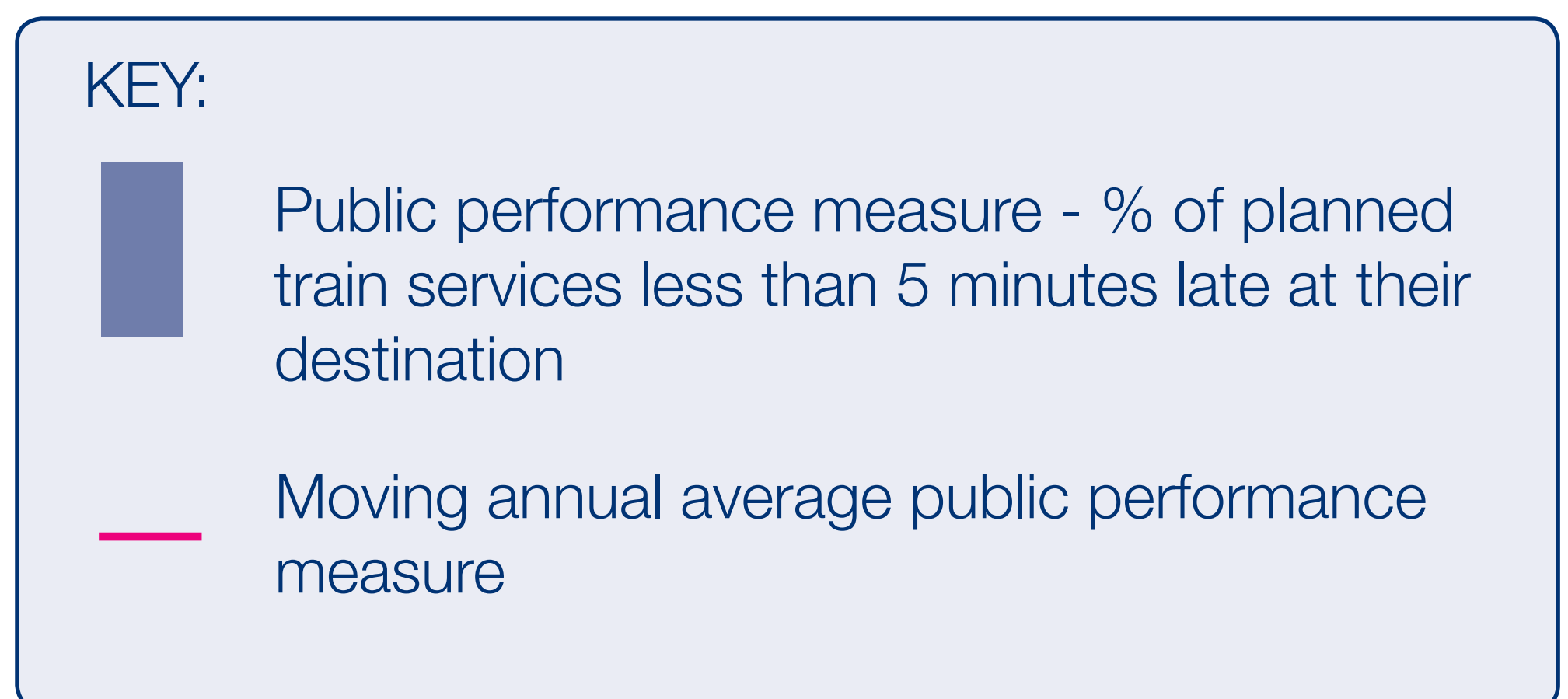
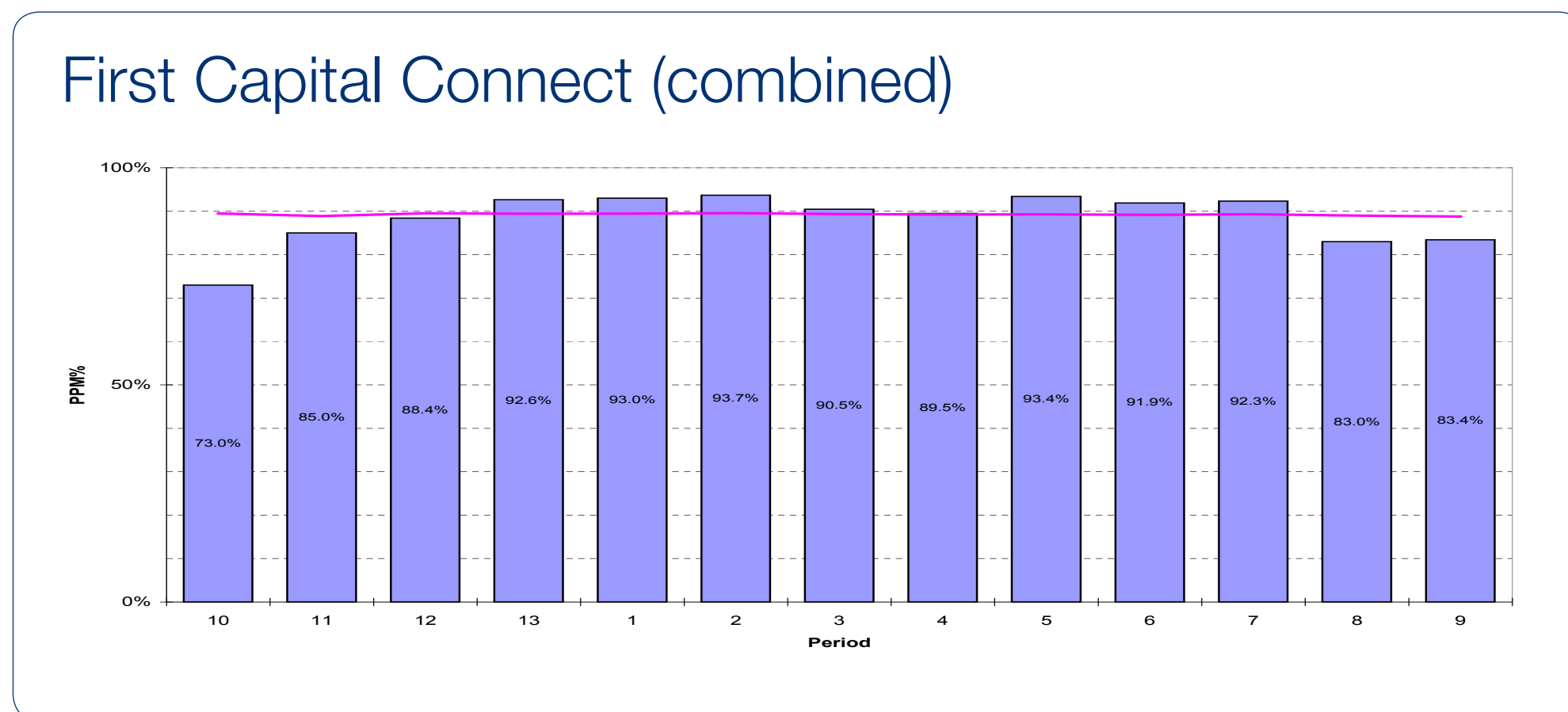
How are we doing?

Train running figures for First Capital Connect services over the period below

Period 9: 14 November 2010 to 11 December 2010

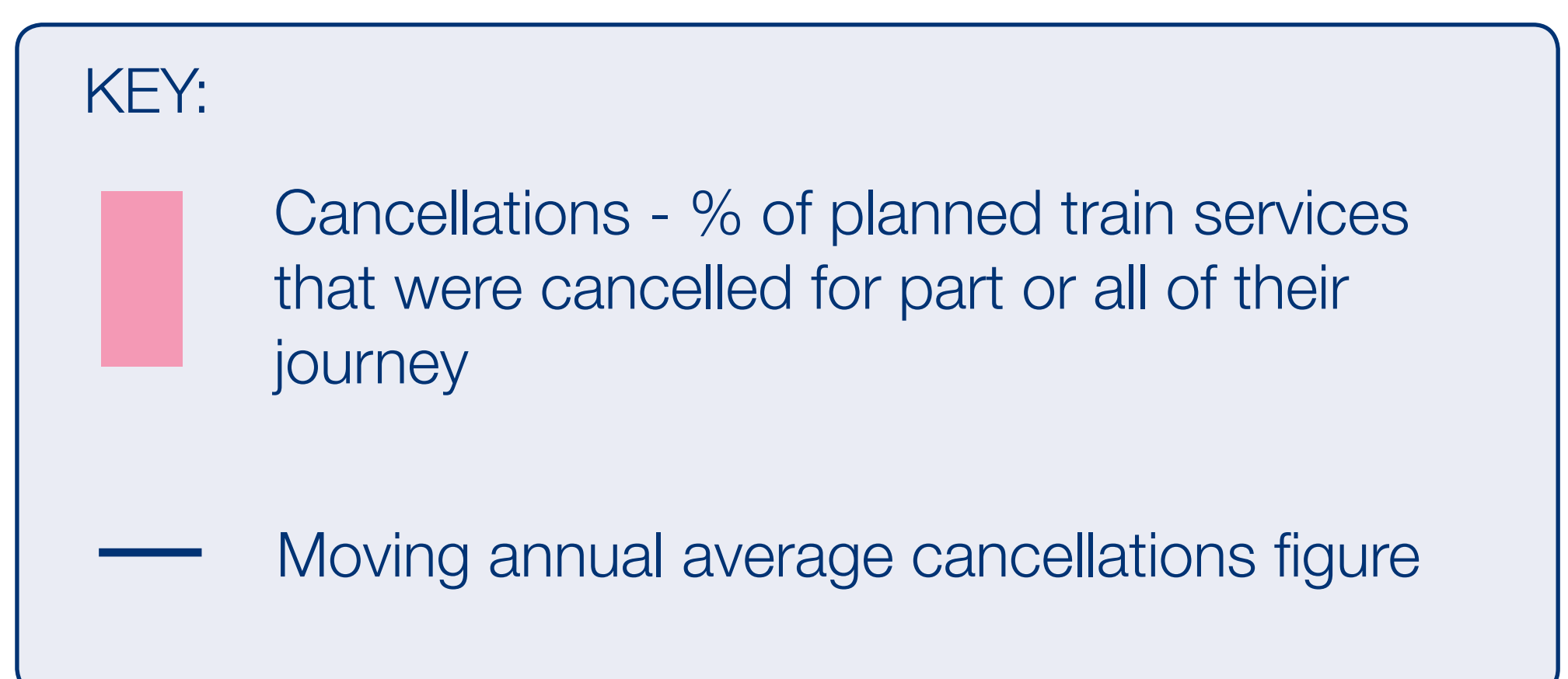
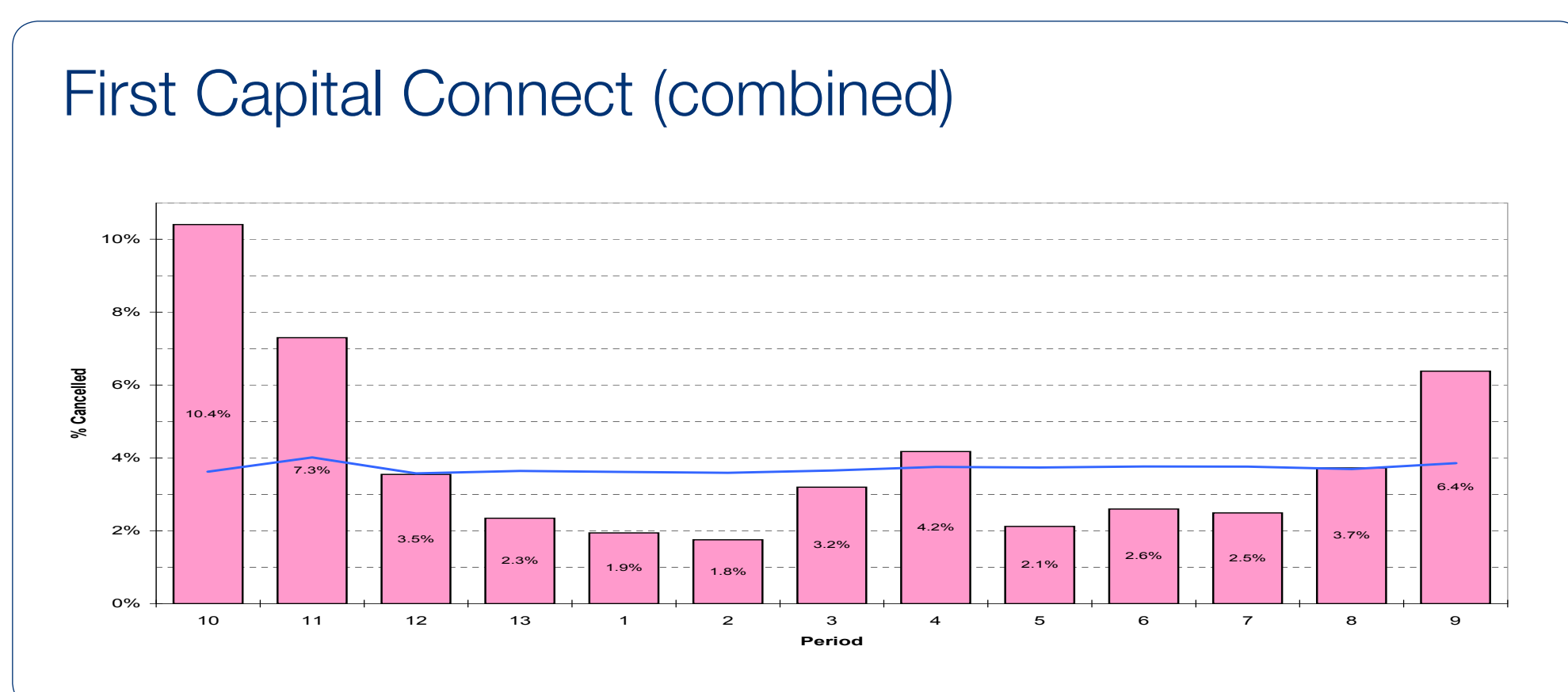
Public performance measure:

(% of planned train services that were less than 5 minutes late at final destination)



Cancellations:

(% of planned train services that were cancelled for part or all of their journey)



Major incidents that affected performance:

- | | | | |
|-------------------------|---|---|--|
| 16 November 2010 | Defective train near Welwyn Garden City | 26 November 2010 | Road vehicle struck rail bridge near Elephant & Castle |
| 30 November 2010 | Weather related train problem near Purley | 30 November 2010 - 6 December 2010 | Adverse weather conditions in Southern England |

Thameslink route performance figures for 1 to 6 December are calculated against the revised timetable when it was in operation between those dates.

If your journey on First Capital Connect was delayed by more than 30 minutes, you can claim for compensation through the Delay Repay scheme. To claim, pick up a Delay Repay leaflet or fill in the online form at www.firstcapitalconnect.co.uk/delayrepay

Financial Services Act 1986: while First Capital Connect considers that this data has been validated to a reasonable standard having regard to its intended use, no reliance should be placed upon it for the purpose of making any investment decision in relation to First Capital Connect or any other Train Operating Company.

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