

From: TEC [tec@hmcts.gsi.gov.uk]

Sent: 21 July 2014 13:55

To: Lorraine Cordell

Subject: TEC Acknowledgment

Thank you for using the Traffic Enforcement Centre (TEC) Customer Service email account. We will aim to process your email in line with current TEC targets and procedures. Please note that where an application to have the Court registration revoked is received, this will be processed in the following time scale:

- Witness Statement or Statutory Declarations received Monday - Friday and within the time allowed to file will be processed within 48 hours of receipt.
- Applications to file a Witness Statement or Statutory Declaration 'out of time' received on Monday – Friday by 16.00hrs, will be processed on the day of receipt. If your application is received after 16.00hrs it will be processed on the following working day.

Please note the TEC does **not** have the resources to provide the following:

- **Confirmation of appeal forms received at the TEC.**

Please contact the issuing Local Authority who TEC will have informed that your valid application has been received.

- **Details regarding payments/instalment plans.**

TEC does not collect payments on behalf of the Local Authority or their agents. Please contact the issuing Local Authority with your enquiry.

- **Locate your Penalty Charge Number (PCN) from your name/address/vehicle registration.**

Your correspondence will be returned to you if your PCN is not quoted as we do not have the facility to search. Please contact the issuing Local Authority for this information before submitting your enquiry/application.

If your query is about a bailiff or a clamped vehicle etc please contact the local authority direct.

Please note the office is closed over Easter, Christmas and Public Bank Holidays.

If you would like more information on TEC procedures please visit our website at:
www.justice.gov.uk

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