Thank you for contacting the Traffic Enforcement Centre(TEC). Please note that this is an automatically generated message – please do not reply to this email

To help us process your query **please ensure that you quote your penalty charge number** (pcn) on any email that you send to this account. If you do not have this, you will need to contact the Authority that issued the fine to obtain this. TEC cannot assist without this.

TEC is a process point for unpaid penalty charges and as such we cannot comment on the following:

Any correspondence relating to the penalty charge from the local authority before it was passed to the Tec

The validity of the penalty charge

Representations that you may have already made to the local authority

Vehicle ownership

What Tec will process

Witness statement (TE9) and Statutory declarations (PE3) - will be processed within 48 hours of receipt.

Out of time statutory declarations and witness statements received by 4pm will be processed on the day of receipt. Applications received after 4pm will be processed the following working day

Time extension requests will be processed on the day of receipt

The current status of a penalty charge, for example has my document been processed, will be responded to within 10 working days

Payments

If you want to pay your penalty charge or set up a payment plan please contact the Local Authority direct, we cannot assist with this.

Enforcement agents/ Bailiffs

If you have a complaint regarding the behaviour or use of an Enforcement Agent/Bailiff. Please contact either the local authority who instructed the agent/bailiff or the enforcement agency themselves. TEC does not have any relationship with the Enforcement Agent/Bailiff

Please see attached link on how to make a complaint

https://www.gov.uk/your-rights-bailiffs

Forms

If you require forms to file witness statement/statutory declarations please see link below

https://www.gov.uk/government/collections/traffic-enforcement-centre-forms

Please note the office is closed over Public Bank Holidays