

Route	Year	No. of claims *	Successful claims	Unsuccessful claims
A9	2016	49	2	1
	2017	27	12	4
	2018	118	66	12
	2019	41	13	11
	2020**	73	18	32
A96	2016	8	0	0
	2017	5	1	0
	2018	23	8	1
	2019	35	21	1
	2020**	7	0	2
A82	2016	78	14	7
	2017	50	12	9
	2018	364	203	14
	2019	93	34	23
	2020**	28	13	3
A701	2016	2	0	2
	2017	0	0	0
	2018	2	0	2
	2019	4	0	4
	2020**	0	0	0
A75	2016	12	0	12
	2017	5	0	5
	2018	32	2	30
	2019	29	1	28
	2020**	7	0	7
A77	2016	13	2	11
	2017	52	12	40
	2018	135	4	131
	2019	51	3	48
	2020**	14	0	14
A85	2016	10	1	2
	2017	10	3	2
	2018	73	41	4
	2019	12	3	4
	2020**	5	2	1
A84	2016	7	0	1
	2017	11	6	2
	2018	13	6	0
	2019	4	0	1
	2020**	3	2	0

\* Please note this figure is the total number of claim forms issued, not all claim forms issued are returned to us.

\*\* The figures provided for 2020 are to date.