

Your Registration Certificate (V5C) and you

For more information go to www.direct.gov.uk/vehiclereg

Please keep this booklet with the Registration Certificate (V5C)



Contents

Page

A guide to your Registration Certificate (V5C)

1	Checking the keeper and vehicle details	4
	• What to do if your details or the vehicle details are incorrect	4
2	Changes to the V5C	4
	• If you are the new keeper, remember the following	4
	• What to do if you have scrapped your vehicle	4
	• Changes that affect the amount of tax you pay	5
	• What to do with the V5C if the registered keeper of the vehicle dies	6
3	Buying or selling a vehicle	6
	General advice on buying and selling a used vehicle	
	• Buying a used vehicle	6
	• Selling a used vehicle	7
	• What to do if you have bought or sold a vehicle without a V5C	7
	• What to do if you have lost the V5C	7
	• What to do if you are selling your vehicle to a motor trader who has asked for the whole V5C	8
	• Why there are two different dates in section 4 of the V5C – the date of first registration and the date of first registration in the UK	8
	• What to do if you are selling your vehicle privately to someone that does not have a GB address	8
4	Telling us about a permanent export	8
	• Taking a newly registered vehicle abroad	9

Registering and taxing your vehicle

5	Registering your vehicle	9
	• How to register your vehicle	9
	• Registering a brand new vehicle	9

6 How to tax or make a Statutory Off Road Notification (SORN) for your vehicle 10

Taxing

- How to tax your vehicle 10
- When you can apply 12
- What to do if you are abroad when your vehicle tax is due 12
- Other tax enquiries 12

SORN

- What to do if you do not keep or use your vehicle on a public road 13
- How to make a SORN 13
- If you are applying for a refund of vehicle tax 14
- What to do if you want to use your vehicle before the SORN runs out 14
- What to do if you are going to be abroad when your SORN is due? 14
- If you do not tax your vehicle or make a SORN 14

Other information

7 Data Protection Act – Release of information 15

8 For more information 16

9 Our service standards 16

A guide to your Registration Certificate (V5C)

1 Checking the keeper and vehicle details

You should check your details and the vehicle details as soon as you receive your V5C.

- The address printed on the V5C is in the format preferred by Royal Mail and may not be exactly the same as the address on your application form.
- The colour may not be the full description you have for the vehicle as we only use basic descriptions (for example, if the vehicle is lavender it would be shown as purple).

Please **do not** return the V5C for the reasons above as we will not change it.

What to do if your details or the vehicle details are incorrect

If any changes to your or the vehicle details are as a result of a mistake on the V5C, please correct the mistake on your V5C.

- Only fill in the details in section 6 or section 7 that need changing.
- Do **not** tick the new keeper box.
- Sign and date the declaration in section 8 and return it to DVLA, Swansea, SA99 1BA.

2 Changes to the V5C

By law you must tell us about any changes to the details on the V5C. When you do, we will send you a new V5C within 15 working days. **If you do not tell us about any change, you could be prosecuted.**

If you are the new keeper, remember the following.

- Provide your full name, not initials.
- Do not give joint names (for example, a husband and wife or a father and son).
- You must give an address in Great Britain.
- We only accept PO box addresses for applications in a company's name and with a full postal address.

If the vehicle is registered in the name of a business or organisation, give the business or organisation name and then give the full name of the person responsible for the vehicle. You do not need to give a date of birth.

What to do if you have scrapped your vehicle

- If you have a car, light van or three-wheeled motor vehicle (excluding motor tricycles) that needs scrapping, you should take it to an Authorised Treatment Facility (ATF) who will make sure that it is dismantled in an environmentally friendly way. The ATF will keep your V5C and will give you a Certificate of Destruction. The ATF will tell us that your vehicle has been scrapped. You can get details of your nearest ATF from the Environment Agency.

- If **you** broke up or destroyed the vehicle yourself, fill in the relevant details in section 6.
- If **you have passed the vehicle on to a scrapyard or an insurer to be scrapped, follow the procedures explained in section 9 of the V5C.**

Changes that affect the amount of tax you pay

Changes made to any of the following may affect the amount you have to pay to tax your vehicle:

- tax class (for example, changes to and from disabled tax class)
- revenue weight, this is the maximum weight that the vehicle is designed to work at. This could mean that the vehicle is built to give it a weight of 3500kgs or that it can carry goods or loads which bring its weight up to 3500kgs
- cylinder capacity (engine size)
- number of seats (including the driver's seat)
- type of fuel used
- wheelplan or body type.

If you want to change the tax class to 'Disabled' you must have a V5C. You can make this change at a Post Office® branch that issues tax discs or a DVLA local office. You will need to provide a valid DLA 404 or WPA 442 exemption certificate.

To apply for a DLA 404, phone the Disability and Carers Benefits Directorate on 0845 712 3456.

Textphone: 0845 722 4433.

To apply for a WPA 442, phone the Veterans Agency on 0800 169 2277.

Textphone: 0800 169 3458.

You can only make the following changes at a DVLA local office.

- If the vehicle's **tax class** changes **from** any tax class, including disabled, to another tax class.
- If the **revenue weight** has changed you will need to provide a plating certificate or a design weight certificate.
- If the **cylinder capacity** has increased or reduced you will need to provide written evidence, on headed paper, from a garage. That evidence must show details of the engine number and the new cylinder capacity.
- If you change the **type of fuel** the vehicle uses you will need to provide written evidence, on headed paper, from the garage that carried out the conversion.
- If you or the previous keeper change the **wheelplan or body type, or the VIN, chassis or frame number**, your DVLA local office may ask to inspect the vehicle when you tell them about the changes.

You can find the address of your nearest local office:

- at www.direct.gov.uk/dvla/local; or
- by phoning 0870 243 0444 (you will be asked to give your postcode).

DVLA local offices are open between 9am and 5pm Monday to Friday, and between 9.30am and 5pm on the second Wednesday of each month.

What to do with the V5C if the registered keeper of the vehicle dies

The registered keeper's legal representative must fill in section 6 of the V5C with their details or the details of the person who will now be responsible for the vehicle and send this to us. If there is a new keeper, the new keeper must also sign the V5C.

To prevent any unnecessary correspondence which may cause distress, please send a covering letter with the V5C. The covering letter should give the vehicle's registration number, the name and address of the registered keeper who has died and the date they died. Please send the letter and V5C to:

Continuous Registration Team
DVLA
Swansea
SA99 1ZZ

You do not need to send in the death certificate.

3 Buying or selling a vehicle

If you are buying a vehicle you may not be able to tax the vehicle until you have received a new V5C.

If you are selling a vehicle, you will still be liable for it until we are told about a change of keeper.

General advice on buying and selling a used vehicle

Buying a used vehicle

- **You should not buy a vehicle without a V5C.**
- If the vehicle is not registered in the name of the seller, or the seller does not have a V5C, ask why.
- Before you buy a vehicle, check that the seller is entitled to sell it. If you are not sure, you should not buy it. **Remember, the V5C is not proof of ownership.**
- If you are buying a vehicle privately, you should expect to be able to see the vehicle at the address shown on the V5C. You should also check that the Vehicle Identification Number (VIN) printed on the V5C matches the VIN on the vehicle itself. (This is usually found on a metal plate in the engine compartment.)
- You need to be satisfied that the vehicle is in good enough condition to be on the road, even if it has a current MoT or Goods Vehicle Test (GVT) certificate.
- You, and the person selling the vehicle, must sign a joint declaration on the V5C to confirm the change of keeper.

- By law, it is the seller's responsibility to tell us about the change of keeper. When you buy a vehicle, the seller should tear off the green New keeper's details section (V5C/2) of the V5C and give it to you.

You should receive your new V5C within 15 working days.

Selling a used vehicle

- When selling your vehicle, the buyer will expect to see the V5C to let them check the vehicle's details.
- Never let the buyer go on a test drive without supervision.
- Do not leave the buyer in the vehicle with your keys in the ignition.
- As soon as you sell your vehicle you must let us know and tell us the exact date you sold it by filling in the correct section on the V5C. You, and the person buying the vehicle, must sign a joint declaration on the V5C to confirm the change of keeper.
- It is important to remember you are responsible for the vehicle until you have told us that you are no longer the registered keeper.

Once we know about the changes, you should receive an acknowledgement letter to confirm that you are no longer responsible for the vehicle. If you do not receive the letter within 20 working days, please phone 0870 240 0010. If you are deaf or hard of hearing and have access to a textphone, phone 01792 766426. (This number will not respond to ordinary phones.)

What to do if you have bought or sold a vehicle without a V5C

If you have bought a vehicle without a V5C please fill in an 'Application for a vehicle registration certificate' (V62) and pay the appropriate fee. You can get this from:

- www.direct.gov.uk/motoringforms;
- Post Office® branches; and
- DVLA local offices.

Send the form to us at DVLA, Swansea, SA99 1DD.

If you have sold a vehicle and do not have the V5C, you, as the seller, will need to send a signed letter to DVLA, Swansea, SA99 1AR, giving the vehicle's registration number, the make and model of the vehicle, the date you sold or transferred the vehicle and the name and address of the new keeper. **You cannot tell us about this change by phone or e-mail.** The buyer must fill in a V62 and pay the appropriate fee as your letter will not produce a V5C to the new keeper.

What to do if you have lost the V5C

If you are the registered keeper on our records, and none of your or your vehicle's details have changed, you will be able to get a duplicate V5C by phoning 0870 240 0010. You can pay for a new V5C using a debit or credit card.

If any details have changed or you are not the registered keeper, you will need to fill in a V62.

What to do if you are selling your vehicle to a motor trader who has asked for the whole V5C

When selling your vehicle to a motor trader you must fill in section 9 of the V5C and send it to us. The motor trader does not need this section and shouldn't keep it. You should give the rest of the V5C to them.

It is your responsibility to ensure that section 9 is sent to us, **even if the motor trader offers to do this for you**. If the motor trader keeps the whole V5C, you should send us a signed letter confirming who you passed the vehicle to and the date this took place.

Why there are two different dates in section 4 of the V5C – the date of first registration and the date of first registration in the UK

New vehicles registered, wherever in the world, since 1 June 2004 will show the date they were first registered as the 'date of first registration' in section 4. This may be different from the 'date of first registration in the UK'.

What to do if you are selling your vehicle privately to someone who does not have a GB address

You should fill in sections 6 and 10 with the new keeper's name and address. Both you and the new keeper (buyer) must sign and date the declaration in section 8. Give the whole V5C to the new keeper to aid registration abroad.

You should then send a signed letter to DVLA, Swansea, SA99 1AG giving the vehicle's registration number, the make and model of the vehicle, the date of sale or transfer, and the name and address of the new keeper.

Once we know about the change of keeper, you should receive an acknowledgement letter to confirm that you are no longer responsible for the vehicle. If you do not receive the letter within 20 working days, please phone 0870 240 0010. If you are deaf or hard of hearing and have access to a textphone, phone 01792 766426 (this number will not respond to ordinary phones).

4 Telling us about a permanent export

If you are taking your vehicle abroad (including the Isle of Man or the Channel Islands) for more than 12 months, this is considered to be a permanent export. In this situation you must fill in section 11 of the V5C with:

- the date of export; and
- sign and date the declaration.

Note – filling in this section will not produce an export certificate. The V5C replaces the need for a separate export certificate.

Send section 11 to us at DVLA, Swansea, SA99 1BD. Keep sections 1 to 8 of the V5C to take with you when you take the vehicle abroad. You can use these sections to register your vehicle abroad. Get rid of sections 9 and 10 securely.

If you are taking your vehicle to **Northern Ireland do not fill in section 11**, as we do not regard this as an export. You must take the whole V5C with you.

If you are taking your vehicle out of the country for less than 12 months do not fill in section 11. You must take the **whole V5C** with you.

If you are travelling soon, for example, you are travelling in less than 6 weeks, and you do not have a V5C you should contact your nearest DVLA local office for advice about obtaining a 'Temporary Registration Certificate' (V379).

Note: DVLA is unable to issue a V379 if the vehicle is registered as Category "C" Salvage, but can instead issue a 'Vehicle Salvage Export Certificate' (V963) (this is not for re-registration purposes). This only applies to cars.

Taking a newly registered vehicle abroad

If you intend to take a new vehicle out of the country within a few weeks of registering it you should mention this to the registering motor trader or DVLA local office at the time of registration. We will issue a V379 to cover you while you are driving abroad.

You can find the address of your nearest DVLA local office:

- at www.direct.gov.uk/dvla/local; or
- by phoning 0870 243 0444 (you will be asked to give your postcode).

DVLA local offices are open between 9am and 5pm Monday to Friday, and between 9.30am and 5pm on the second Wednesday of each month.

Registering and taxing your vehicle

5 Registering your vehicle

How to register your vehicle

What you do depends on whether you are buying a brand new vehicle or buying a used vehicle. In either case, the relevant paperwork should show the name of the person or company keeping the vehicle (the registered keeper).

Registering a brand new vehicle

If you buy a brand new vehicle from a dealer, the dealer will normally register and tax it for you.

If you have not bought your vehicle from a dealer, you will need to register and tax it yourself at a DVLA local office.

All vehicles that are registered will be given a unique registration number.

When we have your details and the details of your vehicle, we issue a V5C to confirm that the vehicle has been registered. We will normally send this to you within 15 working days.

If you do not receive your V5C after 15 working days, you should phone DVLA Customer Enquiries on 0870 240 0010. If you are deaf or hard of hearing and have access to a textphone, phone 01792 766426 (this number will not respond to ordinary phones).

6 How to tax or make a Statutory Off Road Notification (SORN) for your vehicle

Your vehicle must either be taxed or declared off the public road by making a Statutory Off Road Notification (SORN).

- If you intend to renew your vehicle tax, you should ideally do so before your current tax disc runs out. If you apply online or over the phone in the last few days of the month your tax disc runs out you will not be committing an offence if you do not display a tax disc for the first five days of the next month. This is a new law which gives time for the new tax disc to arrive in the post. This new law only applies if you make your application for a new tax disc before the current tax disc or SORN runs out
- We appreciate that it is not always possible to tax your vehicle on time, for example; if you are waiting for insurance or are getting a MoT for your vehicle, you may not be able to renew your tax on time. You, as the registered keeper, will not be committing an offence as long as you either tax the vehicle or make a SORN within 14 days of your current tax disc or SORN running out. **You must keep your vehicle off the public road during this time as you will be committing an offence if it is used or parked on the public road.**

Taxing

How to tax your vehicle

With a 'Renewal reminder for a tax disc or Statutory Off Road Notification (SORN)' (V11) or 'Renewal reminder for a tax disc or Statutory Off Road Notification (SORN) for a Heavy Goods Vehicle (HGV)' (V85/1):

- online at www.direct.gov.uk/taxdisc using the reference number shown on your renewal reminder; or
- by phoning 0870 850 4444 and using the reference number shown on your renewal reminder.

Note: If you are taxing your vehicle online or by phone you will need to have a debit or credit card. There is a £2.50 fee if you use your credit card.

With a V11 only:

- in person at a Post Office® branch that issues tax discs; or
- by posting your application to selected postal Post Office® branch, the details of your nearest branch are on your renewal reminder.

With a V85/1 only:

- in person or by posting your application to a DVLA local office.

Without a V11 or V85/1 – use your V5C:

- online at www.direct.gov.uk/taxdisc using the document reference number shown on your V5C;
- by phoning 0870 850 4444 and using the document reference number shown on your V5C;

Note: If you are taxing online or by phone you will need to have a debit or credit card. There is a £2.50 fee if you use your credit card.

- in person at a Post Office® branch that issues tax discs or by posting your application to selected postal Post Office® branch;

Note: You will need to include a filled-in 'Application for a tax disc' (V10) with your postal application. You can find details of your nearest Post Office® branch by phoning 0845 722 3344.

- in person or by post at a DVLA local office;

Note: You will need to include a filled-in 'Application for a tax disc' (V10) with your application.

- if you make your application in person or by post you can only tax a Heavy Goods Vehicle (HGV) at a DVLA local office using an 'Application to tax a Heavy Goods Vehicle (HGV)' (V85).

If you do not have a V11, V85/1 or a V5C you can use a New keeper's details section (V5C/2);

- in person at a Post Office® branch that issues tax discs or by posting your application to a selected postal Post Office® branch;

Note: You can only use the V5C/2 at a Post Office® branch for up to two months from the date you bought the vehicle. You will need to include a filled-in 'Application for a tax disc' (V10) with your postal application. You can find details of your nearest Post Office® branch by phoning 0845 722 3344.

- in person or by post at a DVLA local office.

Note:

- You can only use the V5C/2 at a DVLA local office for up to 13 months from the date you bought the vehicle. You will also need a filled-in V62 and a V10 (or V85 if it is an HGV) with your application.
- If the V5C/2 has been previously stamped by a DVLA local office or a Post Office® branch it will not be accepted and you will need to apply for a V5C – see section 3 for more information.
- If you go to a Post Office® branch, DVLA local office or you apply by post, you will **also** need:
 - an insurance certificate or cover note. This must be valid on the date the tax disc starts;
 - an MoT or Goods Vehicle Test (GVT) certificate (if you need one for your vehicle). This must be valid on the date the tax disc starts;
 - the payment for vehicle tax (unless your vehicle is a type that you do not have to pay vehicle tax for); and
 - a valid exemption certificate (if applicable).

All certificates must be originals and not photocopies, faxed copies or downloaded copies.

If you do not have a V11, V85/1, V5C or V5C/2.

If you are the registered keeper of the vehicle you can tax your vehicle at a DVLA local office. You will need to fill in a V62 and pay the fee for a duplicate V5C.

- If your **address** has changed, you will need to provide your driving licence, an original bank or building society statement or a recent utility bill showing your new address.
- If your **name** has changed, you will need to provide your marriage certificate, decree nisi, decree absolute or deed poll.

Note: If you are not shown as the registered keeper on DVLA records you will need to apply for a V5C in your name. To get one, fill in a V62 and post it with the appropriate fee to DVLA. Expect to wait up to 20 working days for a new V5C to arrive. **In the meantime, you should keep your vehicle off the public road, fill in a Statutory Off Road Notification (SORN) form (V890) and send it with your V62.**

When you can apply

If your tax or SORN is due to run out at the end of the month, you can renew it from:

- the 5th day of the month.

If your vehicle is not taxed or has a SORN with more than one month left to run and you want to tax your vehicle, you cannot apply for a tax disc more than two working days before you want it to start. If you apply before then, your tax disc will be backdated to the start of that month.

What to do if you are abroad when your vehicle tax is due

If your vehicle tax is due to run out while you are abroad, you can apply for a new tax disc up to two calendar months before it is due to run out. To do this, take or post a V10 to a selected postal Post Office® branch or to a DVLA local office.

You will also need:

- your V5C;
- a letter explaining why you are applying so far in advance;
- an insurance certificate or cover note. This must be valid on the date the tax disc starts;
- an MoT or GVT certificate (if you need one for your vehicle). This must be valid on the date the tax disc starts;
- the payment for vehicle tax (unless your vehicle is a type that you do not have to pay vehicle tax for); and
- a valid exemption certificate (if applicable).

Note: You can only tax a HGV at a DVLA local office using a V85.

If you give an address abroad, we can send the new tax disc to you there.

Other tax enquiries

If you are disabled, have a historic vehicle, need to exchange or get a duplicate tax disc, or want to apply for a refund, go to **www.direct.gov.uk/vehicletax** for more information.

SORN

What to do if you do not keep or use your vehicle on a public road

If you are, or are about to become the registered keeper of a vehicle and you do not tax it, it must be kept off the public road. You must make a SORN.

If you have recently bought a vehicle the SORN cannot be transferred from the previous keeper to the new keeper, you will need to make a new SORN.

Please note:

- a SORN cannot be backdated;
- a SORN must be renewed every 12 months; and
- you only need to make a SORN for a vehicle that was taxed in the Great Britain on or after 31 January 1998.

How to make a SORN

You can make a SORN with a 'Renewal reminder for a tax disc or Statutory Off Road Notification (SORN)' (V11) or 'Renewal reminder for a tax disc or Statutory Off Road Notification (SORN) for a Heavy Goods Vehicle (HGV)' (V85/1).

- Online at www.direct.gov.uk/taxdisc using the reference number shown on your V11 or V85/1.
- By phoning 0870 850 4444 and using the reference number shown on your V11 or V85/1.

With a V11 only:

- in person at a Post Office® branch that issues tax discs or by posting your application to a selected postal Post Office® branch. You can find the details of your nearest Post Office® branch by phoning 0845 722 3344.

With a V85/1 only:

- in person or by posting your application to a DVLA local office.

If you do not have a V11 or V85/1 you can make a SORN:

- online at www.direct.gov.uk/taxdisc using the document reference number shown on your V5C;
- by phoning 0870 850 4444 and using the document reference number shown on your V5C; or
- by post using a V890 available from www.direct.gov.uk/motoringforms or Post Office® branches that issue tax discs or at DVLA local offices.

If you are applying for a refund of vehicle tax

If you are applying for a refund, and you are keeping the vehicle, you can make a SORN by filling in the relevant section of the 'Application for a refund of vehicle tax when you have the tax disc' (V14) or 'Application for a refund of vehicle tax when the tax disc is missing' (V33).

The notes on these forms will tell you what to do.

What to do if you want to use your vehicle before the SORN runs out

You must tax your vehicle. As you will not have a renewal reminder use one of the other methods described in the 'How to tax your vehicle' section.

What to do if you are going to be abroad when your SORN is due?

If you are going to be abroad and your vehicle will be off the public road in the UK, you can make a SORN up to two calendar months beforehand. To do this, fill in a V890. Send it to us at DVLA, Swansea SA99 1AR with a letter explaining that you will be out of the country when the current tax disc or SORN runs out.

You should receive an acknowledgement letter confirming the details within 20 working days of the start of the SORN. If you do not receive this please contact DVLA Customer Enquiries on 0870 240 0010.

If you do not tax your vehicle or make a SORN

Every vehicle registered in the UK must be taxed if used or kept on a public road. If the vehicle is kept off the public road it must either be taxed or have a SORN in force. If not it could be wheelclamped or removed.

You will have to pay a fee to have your vehicle released, and you will also have to show a valid tax disc or pay a 'surety' (deposit) fee. If you do not do this within 24 hours we will impound your vehicle and if it is not claimed we will get rid of your vehicle within 7 days, probably by crushing it. You can find more information in the 'Wheelclamping of untaxed vehicles' (INF32).

We can now use the information we have on our records to take action against you, as the registered keeper, when you have not taxed your vehicle or made a SORN. Your vehicle does not have to be seen on a public road for you to have committed an offence.

The maximum penalty for making a SORN when a vehicle is not taxed and is being used or kept on a public road is £5000 and you could be sent to prison for two years.

Other information

7 Data Protection Act – Release of Information

The law requires the Agency to protect the privacy of individual motorists and to ensure that data is used fairly and lawfully. Also, personal data should only be used for specified purposes. The DVLA register is maintained primarily to identify vehicles and their keepers – to assist law enforcement and the collection of taxes, and to facilitate improved road safety.

However, regulations allow the Agency to release information to the police and local authorities to assist with the investigation of offences and parking violations. Information can also be released to anyone else who can demonstrate 'reasonable cause' for his or her request.

This means that vehicle keeper data can be used lawfully for a variety of other purposes. These include:

- Traffic surveys and research by the Department for Transport
- Investigations by insurance companies, finance houses and members of the public who can demonstrate reasonable cause
- The enforcement of congestion charging initiatives
- The investigation of benefit fraud by other government bodies
- The enforcement of court orders
- The enforcement of parking restrictions on private property
- Safety recalls by motor manufacturers.

If you want to know more about the circumstances in which personal data is released and what the agency considers to be 'reasonable cause', or if you suspect your personal information has been obtained unlawfully, please visit **www.direct.gov.uk/dvlatadataprotection** for further information.

8 For more information

On registering and taxing vehicles:

- visit the website at www.direct.gov.uk/vehiclereg or at www.direct.gov.uk/vehicletax;
- see leaflet 'What you need to know about registering and taxing your vehicle' (V100), available in all Post Office® branches and from DVLA local offices;
- phone DVLA Customer Enquiries on 0870 240 0010 quoting the vehicle's registration number. (If you are deaf or hard of hearing and have a textphone, phone 01792 766426. This number will not respond to ordinary phones);
- write to Vehicle Correspondence, VI7, D3, DVLA, Swansea, SA6 7JL, quoting the vehicle's registration number; or
- fax us on 0870 850 1285.

You can find the address of your nearest DVLA local office:

- at www.direct.gov.uk/dvlocal, or
- by phoning 0870 243 0444 (you will be asked to give your postcode).

DVLA local offices are open between 9am and 5pm Monday to Friday, and between 9.30am and 5pm on the second Wednesday of each month.

9 Our service standards

We always aim to give you the best possible service.

If you would like a copy of our 'Customer service guide and what to do if things go wrong' (INS101), you can download this at www.direct.gov.uk/motoringleaflets

Please tell us:

- when we do well;
- when we fail to meet our service standards;
- how we could improve our services; and
- if you have any comments on this or any other DVLA document.

Please write to:

Carole Evans
Customer Services Manager
DVLA
Swansea
SA7 0EE.
Fax: 01792 766416
email: www.direct.gov.uk/emaildvla