



Driver and Vehicle
Licensing Agency

V100

What you need to know about registering and taxing your vehicle

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



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Contents

Registering your vehicle	4
How to register your vehicle	4
What is the V5C?	4
What to do if you do not have a V5C	5
What to do if you want to change any of the details on your V5C	5
General advice on buying and selling a used vehicle	5
Buying a used vehicle	5
Selling a used vehicle	5
What to do with the V5C if the registered keeper of the vehicle dies	6
What to do if your vehicle is stolen	6
What to do if you scrap your vehicle	7
What to do if you are importing a vehicle	7
What to do if you take your vehicle abroad	7
What to do if your vehicle has been written off	9
Vehicle Identity Check (VIC)	9
What is a VIC?	9
How to get a VIC	9
Taxing your vehicle	10
When to apply	10
Rates of vehicle tax	10
How to tax your vehicle	10
If you do not have a V11 or a V85/1	11
If you do not have a V11, V85/1 or V5C	12
If you do not have a V11, V85/1, V5C or V5C/2	12
What to do if your vehicle tax is due to run out while you are abroad	13

Do you have to pay vehicle tax if you are disabled?	13
Taxing in the disabled tax class	14
You do not have to pay vehicle tax if you have a 'historic' vehicle	15
What to do if you need a duplicate tax disc	15
When you need to exchange a tax disc	15
How to apply for a refund of vehicle tax	16
Declaring your vehicle is off the public road by making a Statutory Off Road Notification (SORN)	17
What to do if you do not keep or use your vehicle on a public road	17
How to make a SORN	18
What to do if you want to use your vehicle before the SORN has come to an end	19
What will happen if you do not tax your vehicle or make a SORN	19
How we will use the information we hold	19
When, and to who, we can release your name and address	19
How to find out about previous registered keepers of a vehicle	20
How to find out who is the keeper of another vehicle	20
The Data Protection Act and you	21
How to find out what information we hold about your vehicle	21
The Freedom of Information Act 2000	21
Where you can get more help	21
How to become a blood donor	22
Post Office® branches accepting applications by post	22
DVLA local offices	22

Registering your vehicle

How to register your vehicle

What you have to do to register your vehicle depends on whether you are buying a brand new vehicle or 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 will issue a Registration Certificate (V5C) to confirm that the vehicle has been registered. We will normally send this to you within 15 working days.

Registering a used vehicle

- If you buy a vehicle that has already been registered, the person or dealer selling the vehicle should fill in section 6 of the V5C. Both you and the seller must sign the joint declaration and send it to us.
- By law, the seller is responsible for telling us about the change of keeper. When you buy a vehicle, the seller should fill in and tear off the green 'New keeper's details' (V5C/2) section of the V5C and give it to you.
- You should receive your new V5C within 15 working days.

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

What is the V5C?

The V5C is a vehicle Registration Certificate. It:

- shows the vehicle's registered keeper (**this is the person or company who keeps the vehicle, not necessarily the legal owner**);
- gives the keeper's name and address, the vehicle's registration number and other information about the vehicle; and
- is issued each time we update our records after details have changed.

What to do if you do not have a V5C

You should apply for a V5C using an 'Application for a vehicle registration certificate' (V62). You can get this from www.direct.gov.uk/motoringforms, Post Office® branches and DVLA local offices. You should receive the V5C within 10 working days if you are already recorded as the registered keeper, and within 20 working days if you are a new keeper.

If you previously had a V5C for the vehicle, and none of the vehicle's or your details have changed, you can apply for a duplicate V5C by phoning DVLA Customer Enquiries on 0870 240 0010. You will need to pay a fee for the duplicate. You should receive the duplicate within three to five working days.

What to do if you want to change any of the details on your V5C

If you need to change any of your or the vehicle's details on the V5C, fill in either section 6 or 7 and send it to us.

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 are responsible for making sure that your vehicle is in a good enough condition to be on the road, even if it has a current MoT or Goods Vehicle Test (GVT) certificate.

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 you.
- Do not leave the buyer in the vehicle with your keys in the ignition.

- When you sell your vehicle privately you must let us know, and tell us the exact date you sold it, by filling in section 6 on the V5C. Both you and the buyer must sign the joint declaration. You must also fill in the V5C/2 and give it to the buyer. It is important to remember that you are liable for the vehicle until you have told us that you are no longer the registered keeper.
- When you sell your vehicle to a dealer, fill in the yellow 'Selling or Transferring your vehicle to a Motor Trader, Insurer or Dismantler' (V5C/3) section of the V5C and send it to us. You should give the rest of the V5C to the dealer.
- It is your responsibility to send the V5C/3 to us, **even if the dealer offers to do this for you**. If the dealer keeps the whole V5C, you should send us a signed letter confirming the vehicle's registration number, the make and model of the vehicle, who you passed the vehicle to, and the date you did this.
- Once we know about the changes, you should receive an acknowledgement letter to confirm that you are no longer liable 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 with the V5C if the registered keeper of the vehicle dies

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

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

Continuous Registration Team
 DVLA
 Swansea
 SA99 1ZZ

You do not need to send in the death certificate.

What to do if your vehicle is stolen

If your vehicle is stolen, you should immediately report this to the police. The police will contact us.

If you do not get your vehicle back, and your insurance company pays out a claim, you should fill in section 9 on the V5C and send it to us. You can give the rest of the V5C to the insurance company.

If your insurance company asks you to send them the full V5C, tell us this in a letter. Give us the details of the vehicle, the insurance company and the date you made the claim.

If you need to claim a refund of vehicle tax, see 'How to apply for a refund of vehicle tax' on page 16.

If your vehicle had a registration number that you want to keep, see 'Registration numbers and you' (INF46) which you can get from www.direct.gov.uk/motoringleaflets or DVLA local offices.

What to do if you scrap your vehicle

If you have a car, light van or three-wheeled motor vehicle (except motor tricycles) that needs scrapping, you should take it to an Authorised Treatment Facility (ATF). They will make sure that it is dismantled in an environmentally friendly way. You can get details of your nearest ATF from the Environment Agency. The facility will keep your V5C and they may give you a Certificate of Destruction. For more information, read leaflet, 'Certificate of Destruction – your questions answered' (INF156). **You can get this from www.direct.gov.uk/motoringleaflets and DVLA local offices.**

If you:

- take your vehicle to a scrapyards that is not an ATF;
- authorise someone (for example, the local authority or a private company) to remove your vehicle to be destroyed; or
- break up or destroy the vehicle yourself;

you will need to fill in the relevant section on the V5C and send it to us. (The notes on the V5C will explain which section to fill in.)

What to do if you are importing a vehicle

If you permanently import a vehicle into the UK, by law you must register and tax it at the nearest DVLA local office as soon as it arrives in this country. It is against the law for a British resident to drive a vehicle displaying foreign registration number plates in the UK.

For more detailed advice on importing a vehicle, see 'How to import your vehicle into Great Britain (GB)' (INF106). You can get this from www.direct.gov.uk/motoringleaflets and by phoning 0870 240 0010 or from any DVLA local office.

What to do if you take your vehicle abroad

Temporarily (for example, on holiday or a business trip)

Make sure you take your V5C with you.

If you do not have a V5C you should apply for one by filling in a V62 and paying the appropriate fee.

If you have previously had a V5C for your vehicle in your name, and there is no change in your or the vehicle's details, you can apply for a V5C over the phone. There is a fee for this so you will need a debit card or credit card. Please phone 0870 240 0010.

If you do not have a V5C and you are travelling in less than six weeks, contact your nearest DVLA local office for advice about getting a 'Temporary Registration Certificate' (V379). (There is a fee for this service.) You should make sure that you meet any international and national conditions for taxing vehicles. See 'What to do if your vehicle tax is due to run out while you are abroad' on page 13.

Leased, hired or rented vehicles

The V5C for a leased, hired or rented vehicle is normally held by the company that supplied the vehicle. A 'Vehicle on-hire certificate' (VE103) shows foreign authorities that you are authorised to have the vehicle without a V5C. So if you intend to take a leased, hired or rented vehicle out of the country, you will need to get a VE103 from the company providing the vehicle or from:

- the AA;
- the RAC;
- Green Flag;
- the Road Haulage Association (RHA);
- the British Vehicle Rental and Leasing Association (BVRLA); or
- the Fleet Transport Association (FTA).

You can get more details about how to get a VE103, its benefits, and any fee that applies, from the websites of these organisations.

Permanently (for 12 months or more)

If you are taking your vehicle out of the UK for 12 months or more, you must tell us. How you should do this depends on whether you have a V5C.

- **If you have a V5C**, fill in the purple 'Notification of permanent export' (V5C/4) section and send it to us at DVLA, Swansea, SA99 1BD. This section **will not** produce an export certificate. The V5C replaces the need for a separate export certificate.

You must take the rest of your V5C with you as you may have to hand it over to the relevant authority when you register the vehicle abroad.

- **If you do not have a V5C**, you will need to apply for one – see page 5 for information.

Note: if you have a vehicle registration number that you want to keep, you **must** transfer or retain it (keep the use of it) before you export the vehicle. If you do not do this you will lose the right to that number. For more information, read leaflet INF46 which you can get from www.direct.gov.uk/motoringleaflets and DVLA local offices.

What to do if your vehicle has been written off

Your insurance company may write off your vehicle if the cost of repairing it would be more than it is worth. If you hand your vehicle over to the insurance company in return for a claim payment, you should fill in the relevant section on the V5C and send it to us (see page 6 for more information under the heading 'What to do if your vehicle is stolen').

Vehicle Identity Check (VIC)

What is a VIC?

If you or an insurance company has told us that your vehicle has been damaged in an accident, and the repairs cost more than the vehicle is worth before the accident, the vehicle will need to have a VIC. This is to confirm the identity of the vehicle, not whether it is safe to be on the road.

These checks are intended to prevent criminals from 'passing off' stolen vehicles as ones that have been repaired after being damaged in accidents. If you buy a vehicle without a V5C or a VIC pass certificate (VIC20), you may not be able to register or tax it. Before you buy the vehicle, phone the Vehicle and Operator Services Agency (VOSA) on 0300 123 9000. VOSA will be able to check the vehicle's record and confirm whether or not the vehicle actually passed the check. The V5C of any vehicle that has passed a VIC will carry a note 'Accident damaged and/or substantially repaired'.

For more information on this, read 'The Vehicle Identity Check (VIC) scheme' (INF133). You can get this from us and DVLA local offices. You can also get more information from www.direct.gov.uk/buyingacar

How to get a VIC

You will need to apply for a VIC by filling in an 'Application for a Vehicle Identity Check' (VIC1) and returning it (with the appropriate fee) to a test station or to:

VIC Reservations
VOSA
Ellipse
Padley Road
Swansea
SA1 8AN

You can get a copy of the application form, details of the fee, contact details for test stations and more information on the checks, by visiting the website at www.direct.gov.uk/motoring or by phoning 0300 123 9000.

Taxing your vehicle

You must either tax your vehicle or declare that it is not kept or used on the public road by making a Statutory Off Road Notification (SORN).

- If you intend to renew your vehicle tax, you should do so before your current tax disc or SORN runs out. If you apply online or over the phone in the last few days of the month your tax disc runs out in, 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 apply for a new tax disc before the current tax disc or Statutory Off Road Notification (SORN) ran out.
- **However, we realise that this is not always possible.** For example, if you are waiting for insurance or are getting an 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 not keep or use your vehicle on the public road during this time as you will be committing an offence.**

When to apply

If your vehicle tax or SORN is due to run out at the end of the month, you can renew it from the **fifth** day of that 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, and
- if you do apply before then, your tax disc will be backdated to the start of that month.

Rates of vehicle tax

Information on rates of vehicle tax is given in the leaflet 'Rates of Vehicle Excise Duty' (V149). You can get this from **www.direct.gov.uk/motoringleaflets**, Post Office® branches that issue tax discs, and DVLA local offices.

How to tax your vehicle

If you have had 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), you can renew your vehicle tax as follows.

- 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.

If you are taxing your vehicle online or by phone you will need to have a debit card 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.
- By posting your application to a selected postal Post Office® branch. (You can find details of your nearest Post Office® branch that issues tax discs by phoning 0845 722 3344.)

With a V85/1 only

- In person at, or by posting your application to, a DVLA local office.

If you do not have a V11 or a V85/1

You can use your V5C to tax your vehicle in the following ways.

- 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.

If you are taxing your vehicle online or by phone you will need to have a debit card 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 a selected postal Post Office® branch. You will need to include a filled-in 'Application for a tax disc' (V10) if you apply by post.

You can find details of your nearest Post Office® branch that issues tax discs by phoning 0845 722 3344.

- In person or by post at a DVLA local office. You will need to include a V10 with your postal application.

Note: 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 go to or apply by post, to either a Post Office® branch or DVLA local office, you will **also** need the following:

- An insurance certificate or cover note. This must be valid on the date the tax disc starts.
- A 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).
- A valid exemption certificate (DLA404, MHS330 or WPA442) if you are applying to tax the vehicle in the disabled tax class. (This does not apply to invalid carriages.)

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

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

You can use a 'New keeper's details' (V5C/2) section to tax your vehicle in the following ways.

- In person at a Post Office® branch that issues tax discs. You only have two months from the date you bought the vehicle to use the V5C/2.
- By posting your application to a selected postal Post Office® branch. You only have two months from the date you bought the vehicle to use the V5C/2. You will need to include a filled-in V10 with your application. You can find details of your nearest Post Office® branch that issues tax discs by phoning 0845 722 3344.
- In person or by post at a DVLA local office. You only have 13 months from the date you bought the vehicle to use the V5C/2. You will also need a filled-in V62 and a V10 (or V85 if it is a HGV) with your application.

You must not use or keep a vehicle that is not taxed on the public road.

Note: 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. For information on applying for a V5C see page 5.

If you go to a Post Office® branch or DVLA local office, or you apply by post, you will **also** need the following.

- An insurance certificate or cover note. This must be valid on the date the tax disc starts.
- A 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).
- A valid exemption certificate (DLA404, MHS330 or WPA442) if you are applying to tax the vehicle in the disabled class. (This does not apply to invalid carriages).

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

You need to do the following.

- 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 V10 and a V62 and pay the appropriate fee.
- If your **address** has changed, you will need to provide your driving licence, an original bank or building society statement or a recent gas, electricity or water 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 certificate as proof.
- If you are not the registered keeper of the vehicle, 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

us at the address shown on the form. Expect to wait up to 20 working days for a new certificate to arrive. **In the meantime, you must not keep or use your vehicle on the public road and you must fill in a Statutory Off Road Notification (SORN) form (V890) and send it with your V62.**

What to do if your vehicle tax is due to run out while you are abroad

If you are going to be using your vehicle abroad you must make sure that it is taxed for the whole time you are away. 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 the date it runs out. To do this, take or post a V10 to a Post Office® branch that deals with this type of application or to a DVLA local office.

- To find your nearest Post Office® branch that deals with this type of application, phone **0845 722 3344**.
- To find your nearest DVLA local office, phone **0870 243 0444**.

You will also need the following.

- Your V5C.
- An insurance certificate or cover note. This must be valid on the date the tax disc starts.
- A 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 the vehicle tax (unless your vehicle is a type that you do not have to pay vehicle tax for).
- A valid exemption certificate (DLA404, MHS330 or WPA442) if you are applying to tax the vehicle in the disabled tax class. (This does not apply to invalid carriages.)
- A letter explaining why you are applying so early. If you give an address abroad, we can send the new tax disc to you there.

Note: 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).

Do you have to pay vehicle tax if you are disabled?

You still have to get a tax disc for your vehicle and display it. You do not have to pay for it if you:

- receive Disability Living Allowance (the higher rate of the mobility component);
- receive War Pensioner's Mobility Supplement; or
- have a vehicle that does not weigh more than 508kg unladen and is adapted for people with disabilities.

(This includes class-three powered wheelchairs and scooters. For more information on these vehicles visit www.direct.gov.uk/motoring.)

Before you apply for your free tax disc, you must get a 'Vehicle tax exemption certificate' (DLA404, MHS330 or WPA442) from the relevant issuing authority (see contact details below).

You can get advice on Disability Living Allowance from:

Disability and Carer Benefits Directorate
Disability Living Allowance Unit
Warbreck House
Warbreck Hill
Blackpool
FY2 0YE

Phone: 0845 7123456
Textphone: 0845 7224433

You can get advice on War Pensioner's Mobility Supplement from:

Service Personnel and Veterans Agency
Norcross
Thornton-Cleveleys
Lancashire
FY5 3WP

Phone: 0800 1692277
Textphone: 0800 1693458

Separate arrangements are in place for people who have Motability vehicles.

Taxing in the disabled tax class

If you are taxing a vehicle in the disabled tax class for the first time you can do so at a Post Office® branch that issues tax discs, as long as you have the full V5C. If you do not have a full V5C, you may be able to tax it at a DVLA local office.

You will also need to take the following documents.

- **An insurance certificate or cover note.** This must be valid on the date the tax disc starts.
- **A 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 relevant vehicle tax exemption certificate.**

However, if the vehicle tax class is changing from the disabled tax class to another tax class, you can only do this at a DVLA local office.

There are some restrictions on registering and using vehicles in the disabled tax class.

More information is given on the website at **www.direct.gov.uk/vehicletax** and in booklet, 'Exemption from Vehicle Excise Duty for disabled people' (V188). You can get this from us and DVLA local offices.

You do not have to pay vehicle tax if you have a 'historic' vehicle

If your vehicle was built before 1 January 1973, and it is not a goods vehicle or bus used for business purposes, you do not have to pay vehicle tax. However, you still need to get and display a tax disc and the vehicle must be registered with us.

You can get more information on the website at www.direct.gov.uk/vehicletax or from leaflet, 'Exemption from Vehicle Excise Duty for Historic Vehicles' (INF34). You can get this from the website at www.direct.gov.uk/motoringleaflets, DVLA local offices and from us.

What to do if you need a duplicate tax disc

You can apply by filling in an 'Application for a duplicate tax disc' (V20). You can get this from

www.direct.gov.uk/motoringforms, DVLA local offices and Post Office® branches that issue tax discs.

If the vehicle is registered in your name, you will receive a duplicate tax disc to cover the full tax period. There is a fee for a duplicate tax disc, but in certain circumstances you will not have to pay.

Note: you will need to take or send your V20, with the appropriate fee, to a DVLA local office.

When you need to exchange a tax disc

You need to apply to exchange your tax disc in the following circumstances.

- If you change the tax class of your vehicle (this does not apply for tax classes where no vehicle tax is payable).
- If certain details of the vehicle change (such as the engine size or type of fuel used, the weight of a goods vehicle, or the number of seats in a bus).
- If you buy a used vehicle with a tax disc that does not cover your use of that vehicle.

For more information, visit the website at www.direct.gov.uk/vehicletax

To exchange your tax disc you should fill in an 'Exchange of vehicle licence application form' (V70). You can get this from www.direct.gov.uk/motoringforms and DVLA local offices. You will have to produce the following.

- **For light goods vehicles or private cars that run on petrol, diesel or alternative fuel**
 - The tax disc
 - The V5C, with any changes marked on it
 - The extra vehicle tax you owe (if any)
 - A valid insurance certificate or cover note (not the renewal notice, policy, receipt or schedule)

- A current MoT certificate (if the vehicle needs one)
- Written evidence, on headed paper, from the company that has carried out changes to the vehicle (for example, changes to engine size or fuel type)
- **For Heavy Goods Vehicles (HGV) and buses**
- The tax disc
- The V5C, with any changes marked on it
- The extra vehicle tax you owe (if any)
- A valid insurance certificate or cover note (not the renewal notice, policy, receipt or schedule)
- A current GVT certificate (if the vehicle needs one)
- A plating certificate (if the vehicle needs one)
- A design weight certificate (if the vehicle needs one)
- A certificate of initial fitness (PSV418) or its equivalent (PSV401, PSV408, PSV500, PSV506) for taxing the vehicle in the bus tax class for the first time
- A reduced-pollution certificate (for reduced-pollution vehicles only). Your vehicle must continue to meet reduced-pollution standards for the period covered by the tax disc. For more information, see leaflet 'Environmental Vehicle Excise Duty for Lorries and Buses' (INF64). You can get this from any DVLA local office or by phoning DVLA Customer Enquiries.

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

Take or send your V70 to a DVLA local office. **Do not take or send it to a Post Office® branch or to DVLA Swansea.**

How to apply for a refund of vehicle tax

From 1 January 2009, we can only pay a refund to the current registered keeper or the last previous registered keeper of the vehicle.

We will only pay a refund if:

- **you are the last previous registered keeper of the vehicle and you have recently sold or transferred the vehicle;**

or

- **you are the current registered keeper (that means, you have received a Registration Certificate (V5C) in your name for the vehicle) and we have been told that:**

- the vehicle has been either scrapped, exported, stolen, sold, transferred; or
- you have made a SORN for the vehicle and the vehicle has not been taxed within 21 days from the date of the SORN; or
- you have changed the vehicle's tax class to a tax class that is of nil value (such as 'Disabled').

To apply for a refund, fill in an 'Application for a refund of vehicle tax when you have the tax disc' (V14). You can get this from www.direct.gov.uk/motoringforms, DVLA local offices and Post Office® branches that issue tax discs.

- We only give refunds for full months that are still left on a tax disc, as long as your application is posted to us or handed in at a DVLA local office before the first day of that month.
- We cannot backdate a refund.
- We do not pay a refund if we did not accept the cheque used to pay for the tax disc.

You can apply for a refund even if you have lost your tax disc or your vehicle has been stolen. You will need to fill in an 'Application for a refund of vehicle tax when the tax disc is missing' (V33). You can get this from DVLA local offices.

We may charge an administration fee if you do not return your tax disc to us.

Declaring your vehicle is off the public road by making a Statutory Off Road Notification (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 keeper of a vehicle that you are not taxing because you do not use it or keep it on a public road, you must tell us as soon as you take the vehicle off the public road. You do this by making a SORN.
- **If you have recently bought a vehicle, the SORN cannot be transferred to you from the previous keeper. You will need to make a new SORN.**
- A SORN cannot be backdated.
- A SORN must be renewed every 12 months.
- You only need to make a SORN for a vehicle that was taxed in Great Britain on or after 31 January 1998.
- Once you have made a SORN, you should receive an acknowledgement letter confirming the details within 20 working days. If you do not receive this, phone DVLA Customer Enquiries on 0870 240 0010.
- If you are abroad and your vehicle is off the public road in the UK, and you find it difficult to make a SORN when it is due to be renewed, you can make a SORN up to two calendar months before it is due. To do this, fill in a V890 which you can get from www.direct.gov.uk/motoringforms, DVLA local offices and from Post Office® branches that issue tax discs. Send it to us 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, phone DVLA Customer Enquiries on 0870 240 0010.

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; or
- by phoning 0870 850 4444 and using the reference number shown on your V11 or V85/1.

With a V11 only

You can apply:

- 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 that issues tax discs by phoning 0845 722 3344.

With a V85/1 only

- You must apply in person at, 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. You can get this from www.direct.gov.uk/motoringforms or Post Office® branches that issue tax discs, or DVLA local offices.

Note: if you are not shown as the registered keeper on our records you will need to apply for a V5C in your name. To get one, fill in a V62 and send it to the address shown on the form with a filled-in V890 and the V5C/2 (if you have one). If you do not have a V5C/2 you will have to pay the appropriate fee shown on the V62. Expect to wait up to 20 working days for a new V5C to arrive.

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 has come to an end

You must tax the vehicle in the usual way using one of the methods shown on pages 10, 11 and 12.

What will happen if you do not tax your vehicle or make a SORN

Every vehicle registered in the UK must be taxed if they are 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. If your vehicle is clamped, you will have to pay a fee to have your vehicle released, and you would 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 could get rid of your vehicle within seven days**, probably by crushing it. You can find more information in the 'Wheelclamping of untaxed vehicles' (INF32). You can get this from **www.direct.gov.uk/motoringleaflets** and DVLA local offices.

We can now use the information we have on our records to take action against you, as the registered keeper, if 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. You could also be sent to prison for two years.

How we will use the information we hold

When, and to who, we can release your name and address

Under the Data Protection Act 1998, we must process personal information fairly, lawfully and for the purpose we collected it. We collect the information we hold mainly so we can collect vehicle tax and keep an accurate record of vehicle keepers. However, there are circumstances when we could make information available for other purposes. We always take care to make sure that we do not pass information to people who have no right to it.

- Regulations allow us to release information to the police and local authorities to help them investigate offences and parking restrictions. We can also release information to help enforce parking restrictions on private property, and to anyone who can prove they have reasonable cause to have the information.

- We may use vehicle keepers' details for in-house research and to produce statistics.
- Other authorities have their own powers to get information from us. For example, we pass vehicle keepers' details to Transport for London so they can enforce the congestion charge in London.
- We can release personal information when this is vital for investigating a crime or identifying offenders. So we sometimes give information to the Department for Work and Pensions, and to local authorities, to help them investigate benefit fraud.
- We can release information if it is asked for in a court order.
- We can release your details as allowed by the Data Protection Act. For more information, please visit **www.direct.gov.uk/dvlatadataprotection**
- If you want to know more about the circumstances in which we can release personal information and what we consider to be 'reasonable', or if you suspect your personal information has been released when it should not have been, please visit **www.direct.gov.uk/dvlatadataprotection** for more information.

How to find out about previous registered keepers of a vehicle

The name and address of the person who kept the vehicle before you is shown on the V5C.

If you are the registered keeper of a vehicle, you can get a full history of its registered keepers by filling in a 'Request by an individual for information about a vehicle' (V888). You can get this from **www.direct.gov.uk/motoringforms** or from us.

How to find out who is the keeper of another vehicle

Regulations allow us to give these details to anyone who can show they have reasonable cause for needing the information. Reasonable cause is not set by law, and we consider each case individually. We usually release the information only if the reason is associated with road safety, events arising from the vehicle being used, vehicle tax or enforcing the law.

To ask for details you must fill in a V888. You can get this from **www.direct.gov.uk/motoringforms** or from us.

Under Section 55 of the Data Protection Act 1998, it is an offence to get personal information unlawfully. Offenders could face an unlimited fine in a crown court or a fine of up to £5000 in a magistrates' court.

The Data Protection Act and you

How to find out what information we hold about your vehicle

Under the Data Protection Act 1998 you have the right to find out what information we hold about your vehicle.

To ask for details you must fill in a V888. You can get this from **www.direct.gov.uk/motoringforms** or from us.

Note: you must fill in a separate V888 for each vehicle you want information on. You must also pay the appropriate fee for each application.

The Freedom of Information Act 2000

The Freedom of Information Act gives people a right to see information held by public authorities (with some exceptions). You should write to:

Freedom of Information Requests

DVLA

Swansea

SA99 1AW

or you can send an e-mail to **foi@dvla.gsi.gov.uk**

We will tell you if we hold any information we can release, and you should receive a full reply within 20 working days. If we cannot release information we will tell you why.

The Freedom of Information Act also provides another way of giving people access to information. Public authorities must keep a 'Publication Scheme' that gives details of the types of information they routinely make available. Publication Schemes are designed to encourage organisations to publish information and to simplify the processes involved.

You can see our Publication Scheme on the website at **www.dvla.gov.uk/foi/dvlapublicationscheme.aspx**

Where you can get more help

If you want more information about registering your vehicle, go to **www.direct.gov.uk/vehiclereg**

If you want more information about taxing your vehicle, go to **www.direct.gov.uk/vehicletax**

Or you can phone us on 0870 240 0010 (between 8am and 8.30pm Monday to Friday, and between 8am and 5.30pm on Saturdays). We monitor some calls for quality and training purposes.

If you are deaf or hard of hearing and have a textphone, phone 01792 766426. (This number will not respond to ordinary phones.)

email: www.direct.gov.uk/emaildvla

Fax: 0870 850 1285

How to become a blood donor

The National Blood Service collects blood from nearly two million donors each year to deliver to hospitals and be used in **life-saving** operations.

The National Blood Service depends on its donors to give blood regularly.

New donors are encouraged to give blood through a national recruitment campaign based on the theme

‘Do something amazing today. Save a life. Give blood’.

If you are interested in becoming a blood donor, or want to find out more, visit the website at

www.blooddonor.org.uk or phone **0845 7711 711**.

Post Office[®] branches accepting applications by post

You can find the address of selected postal Post Office[®] branches on the website at www.direct.gov.uk/vehicletax or by phoning 0845 722 3344.

DVLA local offices

You can find the address and opening times of your nearest DVLA local office by visiting the website at

www.direct.gov.uk/dvlalocal or by phoning

0870 243 0444 (you will be asked to give your postcode).

