

# What you need to know about registering and taxing your vehicle

For more information go to [www.direct.gov.uk/vehiclereg](http://www.direct.gov.uk/vehiclereg) or  
[www.direct.gov.uk/vehicletax](http://www.direct.gov.uk/vehicletax)



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# 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 3 weeks.

### 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 3 weeks.

If you do not receive your V5C after 3 weeks, phone DVLA Customer Enquiries on 0300 790 6802.

If you are deaf or hard of hearing and have access to a textphone, please phone 0300 123 1279. (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](http://www.direct.gov.uk/motoringforms)**, Post Office® branches and DVLA local offices. You should receive the V5C within 2 weeks if you are already recorded as the registered keeper, and within 4 weeks 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 0300 790 6802. 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

Buying a used vehicle is a very serious business. You should be aware of the risks, and DVLA can help you make the right decision.

- **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.) Check the V5C and satisfy yourself that it is real. By holding it up to the light you can see our watermark in it. There are further important checks that you need to carry out on the V5C serial number. For more information about the V5C and buying a vehicle go to **[www.direct.gov.uk/buyer beware](http://www.direct.gov.uk/buyer beware)**. You can also phone us on 0300 790 6104 to check the V5C is real before you buy.
- 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 4 weeks, please phone 0300 790 6802. If you are deaf or hard of hearing and have access to a textphone, phone 0300 123 1279. (This number will not respond to ordinary phones.)

## What to do if you have a Personalised Registration Number

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, sell, scrap the vehicle or it becomes written off or stolen. If you do not do this you will lose the right to that number. For more information, go to **[www.direct.gov/personalregistration](http://www.direct.gov/personalregistration)** or read 'Registration numbers and you' (INF46) which you can get from **[www.direct.gov.uk/motoringleaflets](http://www.direct.gov.uk/motoringleaflets)** and DVLA local offices.

## 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:

Sensitive Casework 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 17.

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](http://www.direct.gov.uk/motoringleaflets) or 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 section 9 on the V5C and send it to us (see heading 'What to do if your vehicle is stolen' above for more information).

## **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 (CoD). If you do not receive the CoD immediately you must fill in section 9 on the V5C and send it to us. For more information, read leaflet, 'Certificate of Destruction – your questions answered' (INF156). You can get this from [www.direct.gov.uk/motoringleaflets](http://www.direct.gov.uk/motoringleaflets) and DVLA local offices.

If you:

- take your vehicle to a scrapyard that is not an ATF
- authorise someone (for example, the local authority or a private company) to remove your vehicle to be destroyed, or
- do not receive a CoD from the ATF;

You will need to fill in section 9 the V5C and send it to us. If you have broken up the vehicle yourself you must either tax it or tell us you are keeping it off the public road by making a SORN, until you take it to an ATF or tell us you no longer have it.

## **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](http://www.direct.gov.uk/motoringleaflets)** and by phoning 0300 790 6802 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 0300 790 6802.

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.

**If you have a Personalised Registration number please see page 6.**

## **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](http://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/vic](http://www.direct.gov.uk/vic) 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 Tax' (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 0300 123 4321 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 0300 123 4321 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 certificate of entitlement (Certificate of Entitlement, DLA404, MHS330 or WPA0442) if you are applying to tax the vehicle in the disabled tax class. (This does not apply to invalid carriages.)

**All certificates and cover notes must be originals, not photocopies. However, downloaded or faxed copies of downloaded insurance certificates will be accepted.**

## **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 postal 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.

**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 certificate of entitlement (Certificate of Entitlement, DLA404, MHS330 or WPA0442) if you are applying to tax the vehicle in the disabled class. (This does not apply to invalid carriages).

**All certificates and cover notes must be originals, not photocopies. However, downloaded or faxed copies of downloaded insurance certificates will be accepted.**

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

## 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 4 weeks 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** or go to **[www.direct.gov.uk/postalapp](http://www.direct.gov.uk/postalapp)**
- To find your nearest DVLA local office, phone **0300 123 1277**.

### 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 certificate of entitlement (Certificate of Entitlement, DLA404, MHS330 or WPA0442) 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).

**All certificates and cover notes must be originals, not photocopies. However, downloaded or faxed copies of downloaded insurance certificates will be accepted.**

## **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](http://www.direct.gov.uk/motoring).)

Before you apply for your free tax disc, you must get a 'Vehicle tax exemption certificate' (Certificate of Entitlement, DLA404, MHS330 or WPA0442) from the relevant issuing authority (see contact details below).

### **You can get advice on Disability Living Allowance from:**

Pension, Disability and Carers Service  
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.

**All certificates and cover notes must be originals, not photocopies. However, downloaded or faxed copies of downloaded insurance certificates will be accepted.**

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](http://www.direct.gov.uk/vehicletax)** and in booklet, 'Exemption from vehicle tax 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](http://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](http://www.direct.gov.uk/motoringleaflets)**, DVLA local offices and from us.

## What to do if you need a duplicate tax disc

You can apply for a duplicate tax disc by filling in an 'Application for a duplicate tax disc' (V20). You can get this from **[www.direct.gov.uk/motoringforms](http://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 V5C along with a 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](http://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](http://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, on Reduced Pollution Certificate go to **[www.businesslink.gov.uk/RPCertificates](http://www.businesslink.gov.uk/RPCertificates)**



**All certificates and cover notes must be originals, not photocopies. However, downloaded or faxed copies of downloaded insurance certificates will be accepted.**

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**

We can only pay a refund to the current registered keeper or the last registered keeper of the vehicle.

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](http://www.direct.gov.uk/motoringforms)** and Post Office® branches that issue tax discs.

### **You will not receive a refund unless one of the following applies:**

You are the current or last registered keeper and:

- you have recently sold, transferred or exported the vehicle.

You should have already told DVLA by returning the relevant section of the Registration Certificate (V5C). If you have not already done this, please enclose the relevant section with this application.

You are the current registered keeper and:

- You are keeping the vehicle off the public road and you will not tax it within the next 21 days. You must make a Statutory Off Road Notification in section 3 on the V14, or
- the vehicle has been either scrapped by an Authorised Treatment Facility, or
- you have changed the vehicle's tax class to a nil value tax class (such as 'Disabled'), or
- the vehicle has been stolen and you have reported the theft to the police.

## **How much refund will you get**

- 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.
- If you paid a higher 'First Year Rate' for a newly registered vehicle's first tax disc, you will only get a refund based on the higher rate if the vehicle has been stolen, scrapped or the vehicle's tax class has been changed to a nil value tax class such as 'disabled'.

If the vehicle has been sold, exported or you have made a SORN your refund will be based on the lower standard rate of vehicle tax applicable to that vehicle. For more information on first year and standard rates of vehicle tax please go to **[www.direct.gov.uk/firstyearrates](http://www.direct.gov.uk/firstyearrates)**

**Note:** 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 by phoning DVLA on 0300 790 6802.

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 4 weeks. If you do not receive this, phone DVLA Customer Enquiries on 0300 790 6802.
- 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](http://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.

# How to make a SORN

## You can make a SORN:

- online at [www.direct.gov.uk/taxdisc](http://www.direct.gov.uk/taxdisc), or
- by phoning 0300 123 4321

using the reference number shown on your renewal reminder (V11 or V85/1) or your registration certificate (V5C).

## 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 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](http://www.direct.gov.uk/taxdisc) using the document reference number shown on your V5C
- by phoning 0300 123 4321 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](http://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 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 four weeks for a new V5C to arrive. Once you receive your V5C you should make a SORN online or by phone.

## 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 10-13.

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

Every vehicle registered in the UK must be taxed and insured if they are used or kept on a public road. If the vehicle is kept off the public road it must either be taxed and insured 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. 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 1 week, 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. You will get an automatic penalty of £80, as well as paying for a new tax disc. 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.

## Stay insured

All vehicles on the road must have an appropriate record of insurance at all times.

We compare our records with insurance records on the Motor Insurance Database (MID) to identify vehicles that are uninsured. Your insurance provider is legally responsible for recording your insurance details on the MID. If there is no record of insurance the **registered keeper** could:

- get a Fixed Penalty Fine
- have their vehicle wheelclamped or impounded
- be prosecuted and fined up to £1000.

More information is available at **www.direct.gov.uk/stayinsured**

### How to check if your vehicle is insured

To avoid any penalties you can make a free check if your vehicle is recorded as insured on [www.askMID.com](http://www.askMID.com)

If your vehicle is insured but is not shown, get your insurance provider to update this record.

## SORN

If your vehicle is not being used on the road, you must make a SORN or you will be committing an insurance offence. If your vehicle is taxed and you no longer wish to use it on the road you must return the tax disc (including nil value disc) to DVLA using an 'Application for a refund of vehicle tax when you have the tax disc' (V14). You can make a SORN at the same time as returning the disc on the V14. We may apply other penalties if you use this vehicle on the road after making a SORN.

## Exemptions

Vehicles that you do not have to insure are not affected. These include:

- vehicles used by companies using the depositors scheme
- vehicles reported stolen
- vehicles which have not been used on the road and were last taxed before 31 January 1998
- vehicles held by motor dealers, known as 'in trade' (although they do not have an exemption from the need to be insured at all times, motor traders have 90 days before they need to register themselves or make a SORN with the DVLA as the keeper of a vehicle. These are exempt under Section 144 of the Road Traffic Act 1988.)

**You must make sure that all vehicle documentation is up to date or the registered keeper may be making an insurance or other offence.**

## 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](http://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](http://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](http://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](http://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](http://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](mailto: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 4 weeks. 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](http://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](http://www.direct.gov.uk/vehiclereg)**

If you want more information about taxing your vehicle, go to **[www.direct.gov.uk/vehicletax](http://www.direct.gov.uk/vehicletax)**

Or you can phone us on 0300 790 6802 (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 0300 123 1279. (This number will not respond to ordinary phones.)

Fax: 0300 123 0798

## 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](http://www.blooddonor.org.uk)** or phone **0845 7711 711**.

## Post Office<sup>®</sup> branches accepting tax or SORN applications by post

You can find the address of selected postal Post Office<sup>®</sup> branches on the website at **[www.direct.gov.uk/postalapp](http://www.direct.gov.uk/postalapp)**

## 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/dvlocal](http://www.direct.gov.uk/dvlocal)** (you will be asked to give your postcode).

