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## VEHICLE EXCISE DUTY (Car Tax)

1. **I have lost my licence disc, how do I get a duplicate?**

You should complete a V20 form and take/send it with your Registration document to your nearest DVLA Local Office and enclose the appropriate fee, currently £7. If you have also lost your Registration Document (V5), you will need to complete a V62 form. The police should be notified if the tax disc has been stolen.

2. **How do I get a licence refund and how long does it take?**

You should complete a V14 form, and send it to the Refunds Section DVLA Swansea, SA99 1AL. Refund applications must be in the post by the last day of the month to receive a refund for that particular month - only full months remaining will be refunded. Your refund should be issued in 3 weeks, but in certain circumstances you will need to allow up to 6 weeks.

3. **My car has been lost/stolen. Can I get a refund without my disc and what form do I use?**

You may apply for a refund if you have lost your disc or if the vehicle has been stolen. A special application form V33 is available from your nearest DVLA Local Office for this purpose.

4. **I wish to relicence my car, the current licence expires at the end of the month. What is the earliest date I can relicence?**

Not more than 14 days before the licence is due to start. But if there is a break in licensing of a month or more then you can not be issued with a licence more than two working days before it is due to start.

5. **My car was constructed before 1st January 1973. Am I entitled to free vehicle licences?**

A vehicle qualifies to enter the "Exempt Historic Vehicle Taxation Class" if it was constructed before 1st January 1973.

**[If the date of manufacture is not shown on the V5 Registration Document, you will be asked to produce a certified extract from the manufacturer's records or evidence from an appropriate vehicle enthusiast's club]**

To license a qualifying vehicle for the first time in the new class, you must make your application to a DVLA Local Office (see [DVLA Local Offices](#) for the postal address of your nearest DVLA Local Office). Vehicles licensing in the new class will continue to be subject to the requirement to licence annually. This will require the production of an appropriate test certificate (if applicable) and a certificate of insurance in order to obtain a nil licence for display on the vehicle.

6. **How do I report a vehicle that appears to be unlicensed?**

If you wish to report a vehicle that appears to be unlicensed, the details should be sent in writing to your nearest [DVLA Local Office](#).

**The details must include:**

- the registration mark;
- location of the vehicle;
- the make/model, colour;

**wherever possible, please provide:**

- the time it can be seen on the public road;
- name and address of the owner;

The information provided can then be used for further investigations by an Inquiry Officer who will make a formal sighting of the vehicle and complete a witness statement.

Alternatively, you could complete a witness statement yourself; these are available at DVLA Local Offices or you can download a copy by [clicking here](#). You should be aware however that if a statement results in prosecution, a copy has to accompany the summons and in some instance the person who completed the statement may be called as a witness.

[Click here](#) to find your nearest DVLA Local Office

**Please note.....** Although it is a legal requirement to display a valid vehicle licence whilst the vehicle is on a public road, it may be possible that a vehicle is licensed without a licence disc on display.

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## Vehicle Registration

### 1. I have lost my registration document, how do I obtain a duplicate?

You can obtain a new document by filling in form V62 which you can get at any Post Office. The completed form should be sent to DVLC, Swansea, SA99 1AR. A new document will then be issued to you in about 3 - 4 weeks. If you later find the original then please return it to us with a covering letter stating what has happened.

### 2. I have changed my postal address, how do I notify you of the change?

[Click here for details](#)

### 3. I have received my registration document but there is a spelling mistake in my postal address. Do I have to return my registration document?

As the information on your registration document is incorrect, please return it with a covering letter to DVLC, the postal address can be found on the document.

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## Registration Numbers

### 1. How do I transfer my registration number?

To transfer a registration number from one vehicle to another you will need to complete form V317 which is available from a DVLA Local Office. The form will explain what you need to do before the number can be transferred. If you require further information, please contact your nearest DVLA Local Office.

### 2. How do I retain my registration number as I have not got another vehicle to transfer the number to?

To place a vehicle registration number on hold you will need to complete form V778/1 which is available from a DVLA Local Office. The form will explain what you need to do before the number can be retained. If you require further information please contact your nearest DVLA Local Office.

### 3. How do I buy a registration number?

The DVLA offers prefixed personalised numbers for sale through a telesales facility, which gives a huge choice from just **£250 (all-inclusive)**. Just telephone us on **0870 6000 142 between 9.00am and 5.00pm Monday to Friday**.



[Click here for details](#)



If you are after something a little more prestigious then why not try DVLA's auctions. For further details of auctionable numbers, drop a line to **DVLA, Sale of Marks (Marketing), Swansea , SA99 1DN.**

**4. What is a 'Q' registration number?**

These are a very useful consumer protection aid.

A 'Q' number is a clear indicator to a prospective purchaser that the age or identity of a vehicle is unknown. The vehicle may be rebuilt from parts, some or all of which may not be new. This also applies to vehicles imported without supporting evidence to identify the vehicles age.

**5. Why do we need number plates and registration marks?**

Registration marks are needed so that a vehicle can be easily identified. Number plates must be easy to read for many reasons but it is most important for the police. The police often rely on witnesses to remember the number plate if they are to solve a crime. This ranges from motoring offences to some very serious crimes where a vehicle has been involved. Solving these crimes can depend on someone remembering a registration mark or even part of it.

**New Number Plate and Registration Mark Format**

**6. Why was this new format chosen?**

A consultation exercise in 1997 invited the public and interested organisations to give their views. The system that has been developed meets the needs of the vast majority of respondents in providing local memory tags and age identifiers. These will be easy to remember and require no significant changes in materials or overall number plate size.

**7. Why did my region get the letter that has been assigned to it?**

An extensive public consultation exercise took place in 1999 before the allocation of the local memory tags. They have been allocated so that, where possible, there is some regional significance. Where this is not possible a neutral letter has been allocated.

**8. Will I have to re-register my vehicle under the new format?**

No, the new format only applies to vehicles first registered on or after 1 September 2001

**9. Will I have to re-register my vehicle if I move to another region?**

No, the local memory tag applies to where the vehicle was first registered.

**10. Can I choose to re-register if I move to another region or buy a car from elsewhere?**

No, replacement marks will not be issued in these circumstances.

**11. Why have you started the numbers from 51?**

The age identifier changes twice a year, in March and September. To distinguish between these two six monthly changes they have been allocated different number sequences. The following table shows how this will be achieved -

<b>Year</b>	<b>March</b>	<b>September</b>
<b>2001</b>	-	51
<b>2002</b>	02	52
<b>2003</b>	03	53

The use of the figure 5 to precede the year, for September registrations, will maximise the registration mark combinations and offer a long-lasting system. The 5 will change to 6 in 2010 and to 7 in 2020 and so on until 2050 when the format may be reversed to extend the format another 50 years.

**12. Will marks still be available to buy through the DVLA Sale of Marks Scheme?**

Yes, the [DVLA sale of marks scheme](#) will continue to sell personalised registration numbers in the current and new format.

**13. I already have a personalised registration number, will I be able to assign it to a vehicle first registered on or after 1 September 2001?**

If you already have a personalised registration number it will still be valid after the introduction of the new format. You will be able to continue to assign or transfer it in exactly the same way you do at present.

- [Click here](#) for more information on the DVLA Sale of Marks scheme
- [Click here](#) for more information about the DVLA Cherished Transfer Scheme

**14. Will I be able to transfer a new style mark onto my old vehicle?**

No, registration marks cannot be transferred onto any vehicle if it may appear to make the vehicle look younger. No vehicle first registered before 1 September 2001 will be able to have a new style mark.

**15. I live in the Isle of Wight, will there still be a distinct mark for the Isle?**

Yes, the HW local memory tag has been reserved for the Isle of Wight

**16. I live in the Scilly Isles, will there still be a distinct mark for the Islands?**

There will no longer be a unique mark for the Scilly Isles.

**17. Is the system going to change in Northern Ireland, the Channel Islands and the Isle of Man as well?**

No, the systems will continue as at present in Northern Ireland, the Channel Islands and the Isle of Man. The Isle of Man may choose to adopt this system later and a series of marks have been reserved.

**18. The new registration marks all have seven characters and the height and width is specified. I have a motorbike/imported car where there is insufficient room to display the mark in the new format. Can I have a shorter number or make up a physically smaller number plate?**

No, All new numbers will have seven characters and the size and spacing of those characters is laid down precisely. It is essential for road safety and law enforcement that all number plates can be easily read. No concession can be given where a vehicle does not have sufficient, appropriate space to display the mark that has been assigned to it. It is the keepers responsibility to ensure that the number plate is in the correct format and displayed clearly in the correct manner. Where the registration mark is not displayed correctly the keeper may be committing an offence in law.

**19. Why is it necessary to have a common font for all number plates?**

Number plates must be easy to read – both people who may witness accidents or serious crime involving motor vehicles and by roadside cameras. The police rely on clear recall of registration numbers in order to trace vehicle keepers.

**20. What are the current rules on the font used on number plates?**

The current rules stipulates the size and spacing of the letters and numbers but there is no standard font. Whatever font is used, it is an offence to alter, rearrange or misrepresent characters in a way that makes it difficult to distinguish the registration mark. [Click here](#) for further information.

**21. Why are the rules on fonts changing?**

An increasing number of motorists use number plates that are difficult to read. The introduction of cameras for enforcement purposes means that it is more important than ever for number plates to be legible. The new regulations will ensure that there is clarity of numbers and letters through the use of a standardised mandatory font. [Click here](#) for further information.

**22. Will motorists have to change their existing number plates to the new font?**

The vast majority of motorists will not be directly affected by the regulations. However those motorists who have number plates that are not substantially the same as the new mandatory font should change them for plates that comply with new regulations. Once the new font becomes compulsory existing number plates using any typeface that is not substantially the same as that specified in the regulations will be illegal. [Click here](#) for further information.

**23. Will motorists with “cherished” registration marks be affected by the new mandatory font?**

Providing their number plate(s) currently meets the legal requirements the new mandatory font will not affect them.

**24. My vehicle was manufactured before 1 January 1973 but not registered until later. What type of number plate should I display?**

Currently you should display a black on yellow rear and black on white front number plates that comply with the [Current British Standard](#). From 1 September you may choose to display an old style number plate like those appropriate to [vehicles registered before 1 January 1973](#).

**25. Is it currently illegal to display the Euro-symbol on British number plates?**

It is for the courts to interpret the law but the current regulations do not provide for the display of the Euro-symbol. In most cases, the size and spacing of the characters would have to be reduced, and the plate would then be illegal.

**26. Will the Euro-symbol be made legal on UK registered vehicles?**

Yes. New regulations to be introduced in [September 2001](#) will allow for the **optional** use of the Euro-symbol.

**27. Are there plans to make the Euro-plate compulsory?**

No, it is **optional**. The provision is being introduced because the European Council issued a regulation in November 1998 requiring Member States to recognise the Euro-symbol on number plates in place of the traditional oval shaped national identifier sticker for travel within the European Union. It is for individual motorists to decide if they wish to use the new [Euro-plate](#).

**28. What is the effect of the Euro-plate on UK registered vehicles?**

UK vehicles travelling in the European Union may still display the traditional oval "GB" sticker. Alternatively number plates incorporating the Euro-symbol may be used instead of the oval sticker. The oval national identifier sticker would still be required for vehicles on journeys outside the European Union.

**29. Can other symbols (e.g. national flag, football team crest) be used on number plates?**

No. Motorists can use the Euro-symbol but NO OTHER symbol on the number plate. The new regulations will set standards to ensure that number plates are legible. There is nothing to stop motorists using stickers to display regional emblems or messages on their cars, as long as they do not appear on the plate.

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## Importing A Vehicle

**1. How do I import my vehicle into Great Britain. The vehicle is to remain in GB?**

A vehicle which is permanently imported in to GB must be registered and licensed as soon as possible after it arrives in this country. The application for registration should be made using a V55/5 form available at your nearest DVLA Local Office.

You will need to take along the following, the foreign registration document and any other papers you have for the vehicle, customs clearance form if required, a valid certificate of insurance issued by a member of the UK Motor Insurance Bureau, a valid British MOT certificate if needed, and the payment for the vehicle excise licence. **To speed up the registration process of personally imported vehicles less than 6 months old or having travelled less than 6000 kilometres you may submit your customs notification direct to the DVLA Local Office at the time of registration rather than at a Customs Office.**

The vehicle must also comply with the National Type Approval requirements, there are some exemptions and these are explained in PI3 Booklet, also available at the DVLA Local Office. If you require further clarification on type approval please contact the Vehicle Certification Agency on **0117 9515151**. On receipt of a completed application the DVLA Local Office will allocate a



registration mark appropriate to the vehicle's date of first use abroad and issue a vehicle excise licence. The papers will be forwarded to DVLC and you will receive a registration document for the vehicle within 4 weeks.

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## Seriously Damaged Vehicles

### 1. What do I do if my vehicle is declared a total loss by my insurance company?

It is your responsibility to notify DVLA if you have disposed of your vehicle in return for a total loss payment.

If you have the

new style registration document (introduced March 1997) you should complete the red section and return to DVLA

old style registration document (issued before 24 March 1997) you should complete the bottom tear-off slip and return to DVLA.

The remainder of the document should be passed to your insurers. If you no longer have a document, you should write to DVLA stating the name of your insurance company and the date you transferred the vehicle.

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## Abandoned Vehicles

### 1. What are the procedures regarding abandoned vehicles?

Any vehicles that are clearly abandoned become the responsibility of the local authority in which the vehicles are located. The law governing the removal of vehicles is contained in the Road Traffic Regulation Act 1984, the Refuse Disposal (Amenity) Act 1978 and the Removal and Disposal of Vehicles Regulations 1986. Under the 1986 regulations the police have the power to remove immediately any vehicle which is left in breach of local traffic regulation orders, or is causing an obstruction or is likely to cause a danger. In London, local authorities are also able to remove such vehicles.

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