



Please read these notes carefully.

A When you should use this form

Use this form to apply for a vehicle registration certificate (V5C):

- if you have bought the vehicle but have not received the V5C in your name, (you should allow four weeks from the date you bought the vehicle before you use this form), or
- because the original V5C has been lost, stolen, damaged or destroyed.

If you have previously had a V5C in your name for this vehicle, and there is no change to the vehicle or your personal details, you can apply for a duplicate by phoning 0300 790 6802. If you are deaf or hard of hearing and have a textphone, phone 0300 123 1279. (This number will not respond to ordinary phones.) Please have a debit card or credit card to hand when you phone, as you may have to pay the £25 fee (see section D).

B Filling in this form

If you do not give the following details, we will not be able to deal with your application and will return it for you to fill in:

- all the vehicle details in section 1
- your full names in section 2 and do not use initials or give joint names (for example, a husband and wife's or a father and son's).
- a United Kingdom (UK) address in section 2 (PO box addresses are only acceptable for applications in a company name with a full postal address).

The following information will help us deal with your application.

- Date of birth. (Not needed with a company name and address).
- Contact phone number and email address.

When filling in section 3, a motor trader can be a:

- motor dealer
- motor vehicle auctioneer
- motor vehicle insurer you have settled a claim with
- motor vehicle dismantler (salvage dealer), or
- finance company with a financial interest in the vehicle.

You must also sign this form in section 5.

C How to pay and where to send this form

The fee for this application is £25 (at time of printing).

If sending this form directly to DVLA please make cheques or postal orders payable to 'DVLA, Swansea'. Do not send cash or blank postal orders. **Send this form to DVLA, Swansea, SA99 1DD.**

D When there is no fee

You do not have to pay a fee in the following circumstances:

- If you are the new keeper and the previous keeper failed to tell us about the change, you must have the New keeper's details section (V5C/2) from the V5C and send it to us with this application form.
- If the vehicle has been categorised as C salvage (repairs would cost more than the vehicle was worth) by the insurance company and they have destroyed the V5C. However if you are also taxing your vehicle at a Post Office branch that issues tax discs you will need to pay the fee which will be refunded after DVLA have carried out checks.

You have to pay for the following categories:

A = scrap only, B = break for spare parts only, and D = repairable.

You can get more information on salvage categories from the insurance company.

E When you should receive the V5C

You should receive the V5C within:

- two weeks if you are already recorded as the registered keeper, or
- four weeks if there has been a change of keeper.

However, if you do not receive it in this time, please allow six weeks before contacting us.

Note: the address on the V5C will be in the format Royal Mail prefer. It may not be identical to that given on your application.

F What to do if you also need to tax your vehicle

You can tax your vehicle at a Post Office® branch that issues tax discs by using your V5C or V5C/2 'New keeper's details section'. You may also need to fill in this form if you only have the V5C/2.

If you do not have a V5C or the V5C/2 you will need to fill in this form and pay a fee. You can pay by cash, debit card, cheque or postal order (made out to Post Office Ltd.), Post Office budget card or by traveller's cheques (in pounds sterling).

If you are not the registered keeper of the vehicle you may not be able to tax until you get a V5C in your name.

If you have changed your address you must fill in your previous postcode in the box under your signature on the front of this form.

G What to do if you also need to make a Statutory Off Road Notification (SORN)

If you are, or are about to become, the keeper of the vehicle and you are keeping it off the road, you need to make a SORN with this application. **If you have recently bought the vehicle, SORN cannot be transferred from the previous keeper. You will need to make a new SORN.** If you do not make a SORN, legal action could be taken against you.

To make a SORN, fill in a Statutory Off Road Notification (SORN) (V890), which you can get from:

- the website at www.gov.uk/sorn
- DVLA Customer Enquiries (see contact details in section I).

Please make sure you attach the V890 to this form.

H Data protection – releasing information

We will store your details on our vehicle register. We can release these details if we must do so by law. You can get more information on how and when we can release your details by visiting the website at www.gov.uk/data-protection

I Further information

You can get more information at www.gov.uk

If you are unhappy with the service you receive, please visit www.gov.uk/dvla for information on our complaints procedure.

You can contact us in the following ways:

By phone: 0300 790 6802 (Phone lines are open between 8am and 7pm, Monday to Friday, and between 8am and 2pm on Saturdays.

Some calls will be monitored for quality and training purposes.)

By textphone (for people who are deaf or hard of hearing): 0300 123 1279. (This number will not respond to ordinary phones.)

By fax: 0300 123 0798.

By writing to: Customer Enquiries (Vehicles), DVLA, Swansea SA6 7JL.

Find out about DVLA's online services at www.gov.uk/browse/driving

