

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, or
- because the original 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 full details in this application, we will not be able to deal with it and will return it for you to fill in.

Please remember the following.

- Provide all the vehicle details.
- Provide your full names, not initials.
- If you are a business or organisation not registered as PLC or LTD, please provide the name of the person responsible for the vehicle in the boxes.
- Do not give joint names (for example, a husband and wife's or a father and son's).
- Give an address in Great Britain.
- PO box addresses are only acceptable for applications in a company name with a full postal 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.

C How to pay

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

Please make cheques or postal orders payable to 'DVLA, Swansea'.
Do not send cash or blank postal orders.

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. We will carry out checks to make sure this is the case.

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

If you are already recorded as the registered keeper of the vehicle, you can tax your vehicle at a DVLA local office by using this form and the following documents.

- 'Application for a tax disc' (V10) or 'Application to tax a Heavy Goods Vehicle' (HGV) (V85) form.
- Your insurance certificate and MoT certificate if you need one for your vehicle (must be valid on the date the tax disc starts).

You cannot use this form to tax your vehicle at Post Office® branches.

If you have changed your name, acceptable evidence is a marriage certificate, decree nisi, decree absolute or a deed poll.

If you have changed your address, acceptable evidence is a current driving licence, an original bank or building society statement or a recent gas, electricity, phone or council tax bill.

If you have an unstamped V5C/2, you can tax your vehicle at a Post Office® branch that issues tax discs within two months of the date you bought the vehicle, or up to 13 months if used at a DVLA local office.

If you are not the registered keeper, and you do not have a V5C/2, you will not be able to tax the vehicle until you receive a V5C in your name. Until then you cannot tax the vehicle and therefore you must make a Statutory Off Road Notification (SORN).

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. **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.direct.gov.uk/sorn
- Post Office® branches that issue tax discs
- DVLA local offices, or
- 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.direct.gov.uk/dvlatdataprotection

I Further information

You can get more information at www.direct.gov.uk/vehiclereg

Information is also given in booklet 'What you need to know about registering and taxing your motor vehicle' (V100) which you can get from Post Office® branches and DVLA local offices. You can get addresses for your nearest DVLA local office:

- on the website at www.direct.gov.uk/dvjalocal, or
- by phoning 0300 123 1277 (you will be asked to give your postcode).

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

If you are not satisfied with the service you receive from us, please see leaflet 'DVLA Customer Service Guide and what to do if things go wrong' (INS101). You can get this from our website at www.direct.gov.uk/motoringleaflets and by phoning Customer Enquiries (vehicles) on 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.

If you are deaf or hard of hearing and have a textphone, phone 0300 123 1279. (This number will not respond to ordinary phones.)

Find out about DVLA's online services at

www.direct.gov.uk/onlinemotoringervices

An executive agency of the
Department for
Transport

