

## Please read these notes for guidance carefully

### A When can I use this form?

You should use this form to obtain a Vehicle Registration Certificate (V5C) if the original has been lost, stolen, defaced or destroyed, or you have recently acquired the vehicle but did not receive the V5C.

Alternatively if you have previously had a V5C for your vehicle in your name, and there is no change in vehicle or personal details, you may apply for a duplicate over the phone. To use this service contact Customer Enquiries (Vehicles), on 0870 240 0010. Telephone applications may attract the £19 fee. Please have a debit or credit card to hand when you call.

### B How to complete this form

This form should only be completed in the name of the person or company keeping the vehicle.

Please remember:-

- No initials – Please provide your full name
- No joint names, e.g. husband and wife, father and son etc
- No PO Box addresses for applications in an individual's name. These must have a full British address. PO Boxes are only acceptable for applications registered in a company name with a full postal address.

Applications received without full details may delay the issue of your Registration Certificate.

### C How much will it cost?

The fee for this application is £19 (at the time of printing). Make cheques or postal orders payable to "DVLA, Swansea" and crossed "account payee". DO NOT SEND CASH OR BLANK POSTAL ORDERS TO DVLA. Telephone applications may only be made by using a debit or credit card.

### D Exemptions to the fee

There are two exemptions from the fee for this application. These are:

- If you are the new keeper and the previous keeper has failed to notify DVLA of the change. You must be in possession of the New Keeper Supplement from the Registration Certificate and send it to DVLA with this application form, or
- If the vehicle has been categorised as "C" salvage by the insurance industry and they have destroyed the Registration Certificate (N.B. Categories A, B or D are not exempt from the fee. A = Scrap only; B = Break for spare parts only; C = Repairable but repair costs exceeded vehicle value; D = Repairable). DVLA will carry out checks to ensure that the vehicle criteria are met. Further information about the categorisation of vehicles is available from the insurance company. DVLA is unable to divulge this information.

### E When will I receive the Registration Certificate?

- Within 2 weeks if you are already recorded as the registered keeper
- Within 4 weeks if there is a change of keeper.

**However, please allow 6 weeks before making enquiries.**

**Note:** The address on the Registration Certificate will be Royal Mail preferred format and may not be identical to that given on your application.

### F What if I also need to license my vehicle?

**If you do not have a Registration Document/Certificate or New Keeper's Supplement (V5/2 or V5C/2), you cannot use this form to support a V10 licensing application at a Post Office® branch. However, if you are already recorded as the registered keeper of the vehicle but have lost the Registration Certificate – you may use this form to support a V10, V85 or V85/1 licensing application at a DVLA local office. If you do so, and you have changed your name and/or address you will need to present proof of identity with your licensing application. Acceptable evidence is a current driving licence, original bank/building society statement, or a recent utility bill. If your name has changed acceptable evidence is a marriage certificate, decree nisi/absolute or deed poll. For further information please see section I.**

### G What if I also need to make a Statutory Off Road Notification (SORN) declaration?

***I intend keeping my vehicle off the road and unlicensed.***

***What should I do?***

If you are the keeper of the vehicle you must either re-license the vehicle or make a Statutory Off Road Notification (SORN) declaration. This is a legal requirement and only the keeper of the vehicle can make the declaration. Failure to do so could result in legal proceedings being taken against you.

To make a SORN declaration you must complete the form V890 which is available from:

- The Directgov website: [www.direct.gov.uk/motoring](http://www.direct.gov.uk/motoring)
- Licence issuing Post Office® branches
- DVLA local offices
- DVLA Customer Enquiries (see Note I for details).

### H Data protection – release of information

Your details held on the vehicle register may be released in law and where exempted from the Data Protection Act's non-disclosure provisions. For further information, please visit website [www.direct.gov.uk/motoring](http://www.direct.gov.uk/motoring)

### I Further information

Further information on vehicle registration and licensing is available on the Directgov website: [www.direct.gov.uk/motoring](http://www.direct.gov.uk/motoring) Information is also available in booklet V100 available from Post Office® branches and DVLA local offices.

If you are not satisfied with the service you have received please see leaflet INS121 "If things go wrong", or you can request a copy of the DVLA Customer Service Guide INS101. These are available in DVLA local offices and from Customer Enquiries (Vehicles), DVLA, Swansea SA7 0EE. Please phone 0870 240 0010 or fax 0870 850 1285. Phone between: 8.00am and 8.30pm Monday to Friday and between 8.00am and 5.30pm on Saturday. Some calls will be monitored for quality and training purposes. Customers with impaired hearing who have a textphone/minicom should phone 01792 766426 for vehicle enquiries. You should be aware that the minicom number will not respond to ordinary telephones.

### J Where do I send this application?

Please send your application to DVLA, Swansea SA99 1DD  
If you also need to license the vehicle see Note F.



