

# DVLA Vehicle Enquiry & Car Tax Handbook



Driver & Vehicle  
Licensing  
Agency



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DVLA on [Wikipedia](#)  
Headquarters: [Swansea](#)  
CEO: [Oliver Morley](#) (Nov 4, 2013–)  
Founded: 1965  
[Contact Number DVLA](#) - GOV.UK  
[Get vehicle information](#)  
[View driving licence information](#)

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**Q- Am I provided with the grace period between the point of sale, so that I can get my car taxed or drive the car home from a nearby Post Office?**

**A-**  
There is no provision for such grace period. If you want to use the vehicle, you will need to have a new tax, instantly, at the time of sale. DVLA has always gone one step ahead to inform that a vehicle without sight of the Vehicle Registration Certificate (V5C) should not be purchased. If you are buying a vehicle, make sure you have stressed on having the New Keeper Supplement (V5V/2), this will allow you to have a new vehicle tax promptly.

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**Q- Is there any provision through which I can get my car taxed, using online or phone service, upon sale to allow me to drive my car legally?**

A- The reply for this question is yes and it is available around the clock and seven days a week. It is available using both online and by calling at 0844 696 0055. The tax is confirmed at the moment of taxing.

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**Q- What is the reason behind the decision of not allowing the transfer of the remaining periods of car tax to be transferred to the fresh owners?**

A- This is basically a customer protection plan. Seeing the absence of paper tax disc for checking, the vehicle tax will end as and when a vehicle gets sold. This will prove helpful in removing any doubt for all those who are purchasing the vehicle as it will mean that you will be always be sure that you need to have a new vehicle tax and you can't overlook it.

If there is any medical issue, inform DVLA on 0844 696 0055. Call this number From 8 AM to 7 PM between Monday-Friday and from 8 AM to 2 PM on Saturdays. Find the right phone number for DVLA , email or postal address to [contact DVLA](#) about driving licences

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**Q- When should you, as a new owner, tax your vehicle?**

A- Ideally, as soon as you have purchased the vehicle and made a decision to be a registered keeper on DVLA records. You don't need to wait till the moment the Registration Certificate (V5C) gets assigned in your name to pay the tax.

# DVLA FEW IMPORTANT THINGS YOU MUST KNOW



**Replacement tax discs**  
cost drivers up to  
**£7 MILLION A YEAR**

Between 2011 and 2013 **more than one million** duplicate tax discs were ordered after originals were **LOST, STOLEN, DAMAGED OR DESTROYED**

## CHANGES IN CAR TAX

- ▶ No need to display a paper tax disc in windscreen
- ▶ Online tax payment via DVLA website
- ▶ An electronic road tax database will keep track of who has paid taxes
- ▶ Vehicle tax will no longer be transferred with the vehicle



- ▶ Tax status can be checked by using DVLA's Vehicle Enquiry System
- ▶ Enter the registration number and make of any car to check its tax status
- ▶ A renewal reminder will be sent when a vehicle's tax is due to expire
- ▶ Automatic refund for vehicles registered as SORN

NOTIFIABLE CONDITIONS ARE ANYTHING THAT COULD AFFECT YOUR ABILITY TO DRIVE SAFELY. THEY CAN INCLUDE:

Epilepsy



Visual Impairments



Strokes



Other neurological and mental health conditions



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**Q- Are the car dealer authorised to carry on to tax the vehicles on the behalf of the customers?**

A- Yes they are, by using V5C/2, either online at - <https://www.gov.uk/tax-disc> with the help of V5C/2 of V5C, or finally at a PO branch who is responsible for dealing with the vehicle tax issues.

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**Q- Once the tax disc gets nullified, will the things remain same for the motor traders?**

A- As and when a tax disc is enforced, the motor traders won't be able to buy the vehicles. They may use the trade plates, but they have to ensure that the vehicle gets used well within the conditions of the trade plates. Alternatively, if the vehicle needs to be registered in the name of motor trade, then fresh vehicle tax will be charged.

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**Q- Will there be any alteration for the motor traders to update about any transfer and sale of the vehicles to DVLA?**

A- No, there will be no such change. All those individuals or business which are registered as the keeper, they should inform DVLA the moment they are have sold or transferred a vehicle. Driving Licence [Guide provides information](#) about DVLA services and helps you find more information on driving licences, vehicle registrations and car tax. Contact details for the Driver and Vehicle Licensing Agency (DVLA) in Swansea ....

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**Q- What will be the mode, for transferring the funds, for the keepers who will be transferring the vehicle to the motor trade?**

A - The registered keepers will keep getting the refunds as and when DVLA is being informed about the change on the V5C (Vehicle Registration Certificate). The refunds will also continue as and when a keeper successfully makes a SORN.

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**Q- If the dealer successfully retain a valid tax disc, are the dealers allowed to use the current stock as staff cars?**

A - The reply for this question is 'No'. It is mandatory for the dealers to get registered with their original name and they also have to ensure that the vehicle is taxed. If the dealers really want to use the vehicles for the staff or for personal reasons, it is imperative that they have registered the vehicles in their name. In order to gain more information, explore - <https://www.gov.uk/trade-licence-plates>.



**Q- What are the things that a seller should be doing?**

A - It is the responsibility of the seller to inform DVLA about the sale/transfer of the vehicle. A refund payment will be sent to the seller as and when the seller will give the details of the sale.



**Q- What is a Direct Debit and what it is comprised of?**

A - It is one of the easiest and safest ways of managing your household bills. You have no issues with DVLA collecting the amount and the date of the payment. And from that onwards, as you have agreed, the amount will be deducted from your account. In the case, where the organisation is thinking of changing the date and the amount, they will have to first inform you regarding this.

For, vehicle tax, medical enquiries and vehicle . Use [Dvla contact number](#) to contact DVLA customer service and talk to a member of DVLA team for any issues related to your driving licence, vehicle registration or ...



**Q- When will DVLA collect the monthly payment from my bank account?**

A- The payments will be deducted on the first working day of every month.

**Q- How much do I have to pay, as a fine, for having a vehicle without a valid tax?**

A- The fine is up to £1000.



**Q- Is it legal to park a car on the road which is currently taxed and in trade?**

A- No. The vehicle has to be registered and it is imperative that it is taxed as well. In the case where the vehicle is 'in trade', it has to be ensured that the vehicle is used only for daily business under the cover of trade plates.



**Q- What should I know regarding the setting up of a Direct Debit?**

A- It is not important to be a registered keeper. In order to set up a Direct Debit, you will need the following discussed information -

- The account number of the bank or the building society.
- Both the name and the address of the account holder.
- The name and the address of the building society or the bank.
- Ireland customers can call at DVA (Driver and vehicle agency) phone number: 0844 696 0055.



**Q- Is there any specific method to cancel Direct Debit?**

A- You have the privilege of canceling a Direct Debit anytime you want. All you need is to contact your bank or you can inform DVLA that the vehicle is no longer with you or the vehicle has been taken off the road, or a SORN has been made.



**Q- How can I make out that a dealer can get to know whether the car is 'in trade stock'?**

A- Unfortunately, there is no such method on hand at the moment. DVLA is familiar with the vehicles, held in trade stock, and they are making their best efforts to acquire the information so that it can be made available for the dealers.

People also ask



## **Q- How long does it take for a log book to come back?**

DVLA aims to send out a new V5C to you within 2 to 4 weeks of getting the old V5C from the seller. If you don't get it within 4 weeks: complete form V62 - 'Application for a vehicle registration certificate' Vehicle registration - GOV.UK  
<https://www.gov.uk/vehicle-registration/new-and-used-vehicles> United Kingdom

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## **Q- What is a v5c 2?**

Complete form V62 'Application for a vehicle registration certificate' and send it to DVLA with the £25 fee. You can pay by cheque. There's no fee if you haven't received the V5C registration certificate for your new vehicle but still have your green V5C/2 section. Get a V5C vehicle registration certificate (log book) - GOV.UK  
<https://www.gov.uk/vehicle-registration-certificate-v5c-log-book> United Kingdom

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## **Q- What is the registration certificate?**

Prove your right to live in the UK as an EU citizen. You can apply for a registration certificate if you're a citizen of a European Economic Area ( EEA ) country and want to prove your right to live or work in the UK. You need a registration certificate if you're an extended family member of an EEA national. Prove your right to live in the UK as an EU citizen - GOV.UK  
<https://www.gov.uk/eea-registration-certificate>

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## **Q- What is a v5c?**

V5C (document) - Otherwise known as the registration document, the V5C is the record of who owns the car and is one of the most important documents when buying or selling a car. If you are buying, make sure you see the V5C before you buy, and check that the person selling the car is the owner as stated on the V5C. Car Glossary - V5C - What Car?  
[www.whatcar.com/car-advice/glossary/V](http://www.whatcar.com/car-advice/glossary/V) Search for: What is a v5c?

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**Q- Use this number for all DVLA customer enquires related to driving licenses.**

0300 790 6801

The agency provided a DVLA Phone Number 0300 so that callers from any part of the UK can phone this DVLA Contact Number Swansea.

Phone this Address Change DVLA Contact Number if you wish to update your address and if you have further inquiries related to this matter.

A guide on how to change details on your driving license is provided in the DVLA website. This number is also the Lost License [DVLA Contact Phone Number](#) to call for all queries relating to replacing drivers licenses.

The line is open Mondays to Fridays, from 8 am to 7 pm and Saturdays from 8 am to 2 pm.



**Q- What is the DVLA Contact Number Abroad for Change Address and Lost License**

44 (0)1792 786 369

If you are calling from outside the UK and you have concerns about changing your address, you may call this Change Address DVLA Contact Number Abroad. This is also the Lost License DVLA Contact Phone Number Abroad. You could connect with customer service if you lost your license.



**Q- What is DVLA contact number logbook and vehicle registration?**

0300 790 6802

You can call this DVLA phone number landline from any part of the UK. If you have a DVLA customer enquiry relating your vehicle registration and logbook, dial this DVLA contact number Swansea to discuss your concerns.

This is the Logbook DVLA contact number to call if you wish to apply for your DVLA V5C vehicle registration certificate or log book. It can take up to 5 days when you apply for a logbook by



phone. You are eligible to apply by phone if you are: (1) the registered keeper of the vehicle and (2) if you can pay £25 fee through debit or credit card.



**Q - Need DVLA customer enquiry on concerns about vehicle taxes?**

0300 123 4321

This number caters to DVLA customer enquiry on concerns about vehicle taxes. You can call this DVLA phone number landline regardless of where you are in the UK. You can reach DVLA contact number Swansea through this DVLA phone number 0300.

All vehicles driven in the UK must be taxed. A letter of reminder will be sent to you when you are due to pay your vehicle taxes. You can apply online or phone this DVLA Contacts.



**Q - If you need to apply for SORN, phone this DVLA contact number for SORN.**

All vehicles in the UK need to be taxed if they use public roads – if you have a car or other vehicle that you do not intend to take out, apply for a SORN instead of taxing it. A SORN declared your vehicle as off road thus making it exempt from paying road taxes.



**Q - DVLA phone and contact number medical**

If you have medical conditions that can affect your driving, you are required to inform DVLA about this. Medical conditions such as, but are not limited to: epilepsy, strokes, neurological and mental health conditions, physical disabilities and visual impairments must be reported to DVLA.

You can contact this [DVLA phone numbers](#) for medical conditions. This DVLA contact number Swansea can be reached from any part of the UK.



**Q - What is the DVLA customer service for Welsh speakers?**

0300 790 6819

This is DVLA customer service contact number for Welsh speakers.

This is the DVLA customer helpline number that caters to non-Welsh and non-English speakers. DVLA provides translation for enquiries made in a foreign language.

You can call this DVLA phone number landline if you want to check and share your license information.

You can access several information from this number. You can ask about your driving records including the types of vehicles you are allowed to drive. A list of your penalties and disqualifications can also be accessed through this number. Lastly, you can call this number if you want to create a “check code” that you can share with companies and other third party bodies.

This “check code” allows others to view your driving license information. This check code is valid for 21 days. DVLA customer enquiry  
09061 393 837

If you want to get information on other registered drivers – you can call this DVLA customer enquiry for driver check. Employers and companies can avail of this service once the driver gives his or her permission.

DVLA caters to all vehicles registered in the UK but the DVLA driving license and testing rules apply only to residents of Great Britain. Residents of Northern Ireland need to contact DVA. Enquiries on driving license registration and testing are addressed by [this DVLA contact number](#) for NI.

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## **Q - Driving and transport**

### **● Driving and transport**

- [Driving licences](#)
- [Vehicle tax, MOT and insurance](#)
- [Driving tests and learning to drive or ride](#)
- [Number plates, vehicle registration and log books](#)

- [Buy, sell or scrap a vehicle](#)
- [Driving with medical conditions, Blue Badges and public transport if you're disabled](#)
- [The Highway Code, road safety and vehicle rules](#)
- [Vehicle and driver data and information](#)
- [Penalty points, fines and driving bans](#)
- [Driving in the UK and abroad](#)
- [Lorry, bus and coach drivers](#)
- [Transport and driving businesses](#)
- [Teaching people to drive](#)
- [Driving and enforcing the law](#)
- [Parking, public transport and the environment](#)
- [Manufacture or adapt a vehicle](#)

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## **Q - Other ways to apply**

You can apply by post by completing a D1 application form, which you can get from: the [DVLA form ordering service](<https://www.gov.uk/dvlaforms>) a Post Office

*Postal applications take up to 3 weeks.*

*You must include:*

*original documents confirming your identity*

*a colour passport-style photograph*

*the fee of £43 by cheque or postal order payable to DVLA (don't send cash)*

You must send original documents - you can't use the [Post Office document certification service](#).

Send your completed application and payment to:

DVLA, Swansea, SA99 1AD - if all your documents are from the UK

DVLA, Swansea, SA99 1AF - if any of your documents are from outside the UK

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