

A Who can apply?

You can get a duplicate tax disc if:

- you are the registered keeper of the vehicle and have a Registration Certificate (V5C) in your name; or
- you have recently bought the vehicle and the current tax disc was given with the vehicle **and** you have the New keeper's details section (V5C/2).

B How and where do you apply

If you are the registered keeper you should fill in this form and take or send it with your V5C and the fee of £7 (if applicable, see note C) to your nearest DVLA local office. **Do not send to DVLA Swansea.** If you do not have a V5C you will need to take or send an 'Application for a vehicle registration certificate' (V62) and pay the appropriate fee.

If you have recently bought the vehicle and you do not have a V5C you will need to take or send:

- your V5C/2; and
- a filled-in V62 (you do not need to pay the fee asked for on the V62 form).

You can find the address of your nearest DVLA local office:

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

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

C How much will it cost?

The fee for a duplicate tax disc is £7 and cannot usually be refunded once the application is received at the DVLA local office.

There is no fee for a duplicate tax disc if:

- the vehicle is taxed in an exempt tax class (for example, historic vehicles or vehicles of disabled drivers);
- the tax disc has been lost in the post when it was sent to you by DVLA or the Post Office® branch;
- the tax disc has been damaged or the details could not be read when you received it from DVLA or the Post Office® (in either case you must return it with this application form);
- the original tax disc is being held by the police as evidence;
- the vehicle is stolen and recovered but the tax disc is missing; or
- DVLA rejected your application for a refund of vehicle tax when it was sent in with the tax disc. The reject letter must be included with this application.

D How to pay

You can pay the fee in the following ways.

At a DVLA local office

- You can use a debit card, cash, cheque or postal order, payable to DVLA Swansea.

By Post

- You can use a cheque or postal order, payable to DVLA Swansea.

Do not send cash, debit card details, blank cheques or blank postal orders through the post.

E When will you receive your duplicate tax disc?

If our records show that you are the registered keeper and that the vehicle is currently taxed, the DVLA local office will issue a duplicate tax disc immediately.

Otherwise we will hold your application until our vehicle record has been updated. We may issue a temporary duplicate tax disc that will be valid for up to eight weeks. Once our records have been updated, a full duplicate tax disc will be issued.

F 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/dvdataprotection

G Further information

You can get more information on taxing a vehicle from the website at www.direct.gov.uk/vehicletax

You can also contact DVLA Customer Enquiries by:

Phone: 0300 790 6802

Fax: 0300 123 0798

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.)

If you are not satisfied with the service you receive from us, please see leaflet 'Customer service guide and what to do if things go wrong' (INS101). You can get this from www.direct.gov.uk/motoringleaflets