



INS160(NI)

United Kingdom UK Registration Certificate Guidance Notes

Please keep this booklet with the V5C(NI) Registration Certificate



CUSTOMER SERVICE EXCELLENCE



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An Agency within the Department of the
Environment
www.doeni.gov.uk

2/04

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Introduction

Please read the Guidance Notes carefully as they provide information on the new V5C(NI) Registration Certificate (afterwards referred to as the “Certificate”).

On 1st January 2004 a new Certificate (V5C(NI)) was introduced to replace the V5(NI) Registration Document. The new Certificate has been developed to comply with European Directive 1999/37/EC. The Directive requires Member States to introduce a common format for registration certificates, which will help with the identification of vehicles in international traffic and be accepted for re-registration throughout the European Union.

The V5(NI) Registration Document will be invalid on receipt of the V5C(NI) Certificate and therefore should be destroyed. All V5(NI) Registration Documents will be invalid on 30 June 2005.

1. Registered Keeper

Sections 1 and 5 of the Certificate show the name and address of the registered keeper (the current keeper).

The registered keeper is **NOT** necessarily the legal owner of the vehicle.

The registered keeper is responsible for the vehicle's day to day use on the road and is:

- The person who is liable for licensing the vehicle.
- The person to whom the police and other enforcement authorities would direct any enquiries eg about motoring and parking offences.

The legal owner is:

- The person/company who purchased the vehicle eg Finance/Hire Purchase/Leasing companies.
- The person who purchased the vehicle for their spouse/child etc.

You must ensure that the name and address printed on the Certificate is correct. If it is not, you must complete Section 6 of the Certificate (see Section 6 of the Guidance Notes).

However, the address printed on the Certificate is the Royal Mail preferred format and may not be exactly the same as the address on your application form.

On receipt, DVLNI will issue a new Certificate within 6 weeks.

The registered keeper remains liable for the vehicle until DVLNI is notified of its sale, transfer, scrapping or export.

By law you must inform DVLNI in writing immediately about any change to your name or address. If you do not tell us, you may have to pay a fine of up to £1,000. If you deliberately give us false information, you may have to pay a fine of up to £5,000 and go to prison for up to 2 years.

2. The Previous Registered Keeper

Section 2 shows the previous recorded keeper of the vehicle.

If a previous keeper has been recorded, the following will be shown:

- The full name and postal address.
- The date they acquired the vehicle.
- The number of previous keepers.

The registered keeper can apply for the history of the vehicle by writing to: Fee Paying Enquiries, DVLNI, County Hall, Castlerock Road, Coleraine, BT51 3TA quoting the registration mark of the vehicle and giving the reasons for the request. A fee of £5.00 should be made payable to DVLNI.

3. Special Notes

Section 3 shows notes relevant to the vehicle's history.

eg: Notes are printed to show that the vehicle:

- Has been previously registered.
- Has been imported.
- Is rebuilt or kit built.
- Has undergone a Single Vehicle Approval test.

4. Vehicle Details

Section 4 shows the vehicle details held on the DVLNI record.

It is your responsibility to check that all the details are correct. If there are any errors, return the Certificate to DVLNI, County Hall, Castlerock Road, Coleraine, BT51 3TA and explain which details are incorrect (see Section 7 of the Guidance Notes). Please **DO NOT** return the Certificate if the model or colour are not the full descriptions you have for the vehicle eg: lavender would be shown as purple, as only basic descriptions are used by the DVLNI.

5. Registered Keeper

Section 5 shows the registered keeper's name, address and the date on which the registered keeper acquired the vehicle.

6. New Keeper or New Name/New Address Details

Please use Section 6 of the Certificate to inform us of any changes to your name, address, or both. You must also use this Section to tell us if you sell or personally break up your vehicle. You are required by law to give us this information.

6a. How to tell us of an incorrect/change of name and address

Please write in **BLACK INK** and **CAPITAL LETTERS**.

6 New Keeper or New Name/New Address Details																			
Mr	1	Mrs	2	Miss	3	Please tick <input checked="" type="checkbox"/> the appropriate box					W	4							
Title (e.g. Ms/Rev, etc) or business name DR																			
Forename(s) in full ANTHONY NEIL																			
Surname OTHER																			
For Company use only																			
DVLA/DVLENI Fleet number																			
7 Please help us to help you by using your postcode																			
Date of Birth		1	9	0	8	1	9	7	0	8	Postcode		E	1	4	1	D	Z	9
Address 114 HIGH STREET																			
Post town COLERAINE																			

- Tick the appropriate title box eg Mr, Mrs, Miss or enter your title in the box below eg Ms, Rev, Dr etc.
- Enter the business name (if applicable).
- Enter your Forename(s) in full in line 5.
- Enter your Surname in line 6.
NB. No joint names eg husband and wife, father and son etc.
- Enter your fleet number (**fleet operators only**) in line 7.
- Enter your Date of Birth in line 8. If the vehicle is registered in a business name, a Date of Birth is not required.
- Enter your address in lines 9, 10 and 11.
NB. PO Box addresses can only be accepted for companies and corporate bodies.
- Sign and date the Declaration in Section 8 and return the Certificate to DVLNI, County Hall, Castlerock Road, Coleraine, BT51 3TA.

6b. For an incorrect/change of name only

Please write in **BLACK INK and CAPITAL LETTERS.**

6										New Keeper or New Name/New Address Details									
Mr	1	Mrs	2	Miss	3	Please tick <input checked="" type="checkbox"/> the appropriate box					W	4							
Title (e.g. Ms/Rev, etc) or business name										DR									
Forename(s) in full										ANTHONY NEIL									
Surname										OTHER									
For Company use only										7									
DVLA/DVLENI Fleet number										7									
Date of Birth										1 9 0 8 1 9 7 0									
										8									

- Tick the appropriate title box eg Mr, Mrs, Miss or enter your title in the box below eg Ms, Rev, Dr etc.
- Enter the business name (if applicable).
- Enter your Forename(s) in full in line 5.
- Enter your Surname in line 6.
NB. No joint names eg husband and wife, father and son etc.
- Enter your Date of Birth in line 8. If the vehicle is registered in a business name, a Date of Birth is not required.
- Sign and date the Declaration in Section 8 and return the Certificate to DVLENI, County Hall, Castlerock Road, Coleraine, BT51 3TA.

6c. For an incorrect/change of address only

Please write in **BLACK INK and CAPITAL LETTERS.**

										Postcode										E 1 4 1 D Z										9
Address										114 HIGH STREET																				10
Post town										COLERAINE																				11

- Enter your address details in lines 9 to 11.
NB. PO Box addresses can only be accepted for companies and corporate bodies.
- Sign and date the Declaration in Section 8 and return the Certificate to DVLENI, County Hall, Castlerock Road, Coleraine, BT51 3TA.

6d. Selling/transferring your vehicle privately to someone who is not a motor trader (for definitions of a motor trader see Section 9 of the Guidance Notes)

Please write in **BLACK INK** and **CAPITAL LETTERS**.

6 New Keeper or New Name/New Address Details																			
Mr	1	Mrs	2	<input checked="" type="checkbox"/>	Miss	3	Please tick <input checked="" type="checkbox"/> the appropriate box				W	4							
Title (e.g. Ms/Rev, etc) or business name																			
Forename(s) in full ANN																			
Surname STRANGER																			
For Company use only																			
DVLA/DVLENI Fleet number							7					Please help us to help you by using your postcode							
Date of Birth		0	8	1	2	1	9	6	5	8	Postcode		G	1	1	2	B	D	9
Address 3 LOCATION AVENUE																			
Post town COLERAINE																			
New keeper?																			
If so, tick <input checked="" type="checkbox"/> here: <input checked="" type="checkbox"/> K 12 Date of sale or transfer 0 2 0 1 0 4 13																			
* Driver Number STRAN662																			
* Present mileage (to last complete mile) 6000 15 * You are not required by law to provide your Driver Number or present mileage																			

- Tick the appropriate title box eg Mr, Mrs, Miss or enter your title in the box below eg Ms, Rev, Dr etc.
- Enter the business name (if applicable).
- Enter the new keeper's (buyer's) Forename(s) in full in line 5.
- Enter the new keeper's (buyer's) Surname in line 6.
NB. No joint names eg husband and wife, father and son etc.
- Enter the new keeper's (buyer's) address in lines 9,10 and 11.
NB. PO Box addresses can only be accepted for companies and corporate bodies.
- Enter your fleet number (**fleet operators only**) in line 7.
- Enter the new keeper's (buyer's) Date of Birth in the

0	8	1	2	1	9	6	5
---	---	---	---	---	---	---	---

 format eg 08121965 (8th December 1965). If the vehicle is registered in a business name, a Date of Birth is not required.
- Tick box 12 to indicate change of keeper.
- Provide the date of sale in box 13 in the format

0	2	0	1	0	4
---	---	---	---	---	---

 eg 020104 (2nd January 2004).
- Enter the new keeper's (buyer's) Driver Number in the box provided. You are not obliged by law to provide the Driver Number but doing so would assist in the accuracy of DVLENI records.

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- Enter the vehicle's present mileage in box 15. You are not obliged by law to provide mileage information but doing so might help combat mileage fraud.
- You and the new keeper (buyer) are both required to sign and date the Declaration in Section 8.
- Enter the new keeper's (buyer) name and address in Section 10. The new keeper should only be given Section 10 (V5C/2(NI)), and not any other part of the Certificate. (See Section 10 of the Guidance Notes for further details).
- Discard Sections 9 and 11.
- Return the Certificate to DVLNI, County Hall, Castlerock Road, Coleraine, BT51 3TA.

Once the Certificate is received at DVLNI with the new keeper information, the buyer will then be shown as the registered keeper on the vehicle record.

DVLNI will then issue you an acknowledgement letter within 4 weeks confirming that you are no longer shown as the registered keeper on DVLNI records.

If the acknowledgement letter is not received after 4 weeks please contact Vehicle Enquiries on 0845 402 4000. If you have impaired hearing and have a textphone/minicom, you should ring 028 7034 1351.

6e. How to tell us if you scrap your vehicle

ONLY tick if you personally break up the vehicle

Date of scrapping

R	16	Scrapped	<input checked="" type="checkbox"/>	S	17	See notes on scrapping in Guidance Notes	0	2	0	1	0	4	18
----------	----	----------	-------------------------------------	----------	----	--	---	---	---	---	---	---	----

- Only tell us that the vehicle has been scrapped if you broke it up or destroyed it. If you did, tick box 17 and enter Date of Scrapping in box 18.
- Sign and date the Declaration in Section 8 and return the Certificate to DVLNI, County Hall, Castlerock Road, Coleraine, BT51 3TA.
- If you have passed the vehicle on to a vehicle dismantler or insurer for scrapping, follow the procedures explained in Section 9 of the Guidance Notes.

7. Changes to Current Vehicle

Please use Section 7 to inform us of any changes or corrections to be made to the vehicle details. If any changes, other than those listed below, are made to the vehicle you must inform the DVLNI with a covering letter.

7										Changes to Current Vehicle										Only enter corrected or altered details										H		19			
Wheelplan / Body type																														20					
VIN / Chassis / Frame No.																														21					
New revenue weight										Date of change										Cylinder capacity										22		23		24	
No. of seats, inc. driver										No. of standing places										Type of fuel										25		26		27	
Engine number																														28					
New colour															Date of change															CLR		29		30	
Y E L L O W															2 3 0 7 0 4																				
Taxation class*																														Y		31		32	

*The taxation class can only be changed on relicensing. Please apply at your nearest DVLNI Local Office or by post to DVLNI Central Office, County Hall, Castlerock Road, Coleraine, BT51 3TA.

BY LAW if there are any changes you MUST:

- Complete Section 7 with the relevant details eg new colour and date of change.
- Sign and date the Declaration in Section 8.
- Send the Certificate to DVLNI, County Hall, Castlerock Road, Coleraine, BT51 3TA.

Changes made to any of the following may affect the rate of duty payable for a vehicle excise licence and you MAY have to relicense your vehicle at a DVLNI Local Office:

- Revenue weight.
- Cylinder capacity (cc).
- Number of seats including drivers seat (for buses and passenger carrying vehicles).
- Type of fuel.
- Taxation class.
- Wheelplan/body type (Heavy Goods Vehicles (HGV) only).

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For changes to the revenue weight you will need to produce a:

- plating certificate; or
- design weight certificate.

For changes to the cylinder capacity (cc). For a decrease, written evidence showing details of engine number and capacity must be produced. If you increase the engine size documentary evidence is not required. Changes made may affect the rate of duty payable for a vehicle excise licence and you may need to relicence your vehicle.

For changes to the fuel type of passenger cars registered as new after 01.03.01, you will need to provide written details from the garage that carried out the conversion.

If you change your taxation class to Disabled, you must produce one of the following Exemptions from VED:

- DLA 404; or
- WPA 442.

To apply for exemption, please contact:

Disability Living Allowance Branch

Castle Court

1 Royal Avenue

Belfast

BT1 1SL

Tel No: 028 9090 6182

Hearing impaired minicom users phone: 0800 243 787

The address to apply for a WPA 442 is:

Veterans Agency

Norcross

Blackpool

FY5 3GZ

Tel No: 0800 169 2277

Hearing impaired minicom users phone: 0800 169 3458.

If you change the **Wheelplan/Body Type or the VIN/Chassis/Frame Number** of your vehicle you must contact your nearest DVLNI Local Office to check if your vehicle will require an inspection.

The address and telephone number of your nearest DVLNI Local Office may be found in the Phone Book under Government Offices/DVLNI or in our leaflet V100 which is available from DVLNI, County Hall, Castlerock Road, Coleraine BT51 3TA or from any of our eight Local Offices. DVLNI Local Offices are open 9.15am to 4.00pm Monday to Friday except third Tuesday of each month 10.00am to 4.00pm.

For detailed information regarding licensing your vehicle refer to leaflet V100.

For further assistance please contact DVLNI on 0845 402 4000. If you have impaired hearing and have a textphone/minicom, you should ring 028 7034 1351.

8. Declaration

Declarations can be found in Sections 8, 9 and 11 of the Certificate.

You MUST sign and date the Declaration in Section 8 if you:

- Change your name.
- Change your address.
- Change or correct the vehicle details.
- If you personally break up the vehicle.

You AND the new keeper must BOTH sign the Declaration in Section 8 if you:

- Sell the vehicle privately.

You AND the Motor Trader must BOTH sign the Declaration in Section 9 (V5C/3(NI)) if you:

- Sell or part exchange your vehicle to a motor trader.

You MUST sign and date the Declaration in Section 11 (V5C/4(NI)) if you:

- Intend to permanently export your vehicle.

If you do **NOT** notify DVLNI that you have sold, transferred or exported the vehicle, you will continue to be liable for it even though it is no longer in your possession. (See Section “Continuous Registration Explained”).

9. Notification of Sale/Transfer to the Motor Trade/Insurer/Dismantler V5C/3(NI)

Please use Section 9 **ONLY** if you sell or transfer your vehicle to the Motor Trade.

For this purpose Motor Trade means:

- A motor dealer.
- A motor vehicle auctioneer.
- A motor vehicle insurer with whom you have settled a claim.
- A motor vehicle dismantler (scrap-yard).
- A finance company with a financial interest in the vehicle.

If you sell or part exchange your vehicle to a Motor Trader who does not have an electronic link to DVLNI you MUST complete Section 9 ONLY:

- Enter the date of sale or transfer in box 5.
- Enter the vehicle's present mileage in box 6 (you are not obliged by law to provide mileage information but doing so might help combat mileage fraud).
- Ask the trader to enter their details in the name and address section.
- Sign and date the registered keeper part in the Declaration box.
- Ask the Motor Trader to sign and date their part in the Declaration box.
- Detach Section 9 **ONLY** and send to DVLNI, County Hall, Castlerock Road, Coleraine, BT51 3TA.
- Give the Motor Trader the rest of the Certificate.

On receipt of a notification of keeper disposal, DVLNI will issue an acknowledgement letter confirming that the keeper has discharged liability. If you have not received an acknowledgement letter after 4 weeks please contact DVLNI on 0845 402 4000. If you have impaired hearing and have a textphone/minicom, you should ring 028 7034 1351.

If you sell or part exchange your vehicle to a Motor Trader who has an electronic link to DVLNI to notify vehicle sales and transfers, they should follow the system guidelines to notify DVLNI of the vehicle transfer and issue you with an acknowledgement.

10. New Keeper Supplement V5C/2(NI)

Section 10 is to be completed if you sell or transfer the vehicle privately and should be retained by the new keeper (see Section 9 if selling or transferring your vehicle to a motor trader).

Section 10 must NOT be sent to DVLNI.

The registered keeper (seller) MUST:

- Enter the name and address of the new keeper in Sections 6 and 10 of the Certificate.
- Enter the new keeper's Date of Birth in Section 6 of the Certificate.
- Enter the date of sale or transfer of the vehicle in Sections 6 and 10 of the Certificate.
- You and the new keeper (buyer) are both required to sign and date the Declaration in Section 8.
- Detach and give Section 10 of the Certificate to the new keeper.
- Return the Certificate, completed with the new keeper details, to DVLNI, County Hall, Castlerock Road, Coleraine, BT51 3TA, to notify change of keepership (see Section "Continuous Registration Explained").
- Discard Sections 9 and 11.

You will receive an acknowledgement letter from DVLNI to confirm you are no longer the registered keeper. If the acknowledgement letter is not received after 4 weeks please contact DVLNI on 0845 402 4000. If you have impaired hearing and have a textphone/minicom, you should ring 028 7034 1351.

The new keeper (buyer) MUST:

- Retain Section 10, **which is valid for 2 months from the date of sale**, until a new Certificate is received from the DVLNI. If you do not receive the Certificate within 6 weeks please contact DVLNI on 0845 402 4000. If you have impaired hearing and have a textphone/minicom, you should ring 028 7034 1351.
- Section 10 can be used in place of the full Certificate to obtain a vehicle licence from DVLNI, County Hall, Castlerock Road, Coleraine BT51 3TA or any DVLNI Local Office.

11. Notification of Permanent Export V5C/4(NI)

Section 11 is to be completed if you intend taking your vehicle abroad for more than 12 months. This is regarded as a permanent export which includes vehicles taken to Great Britain, the Isle of Man and the Channel Islands which have separate registration systems. You MUST:

- Enter the date of export in box 4.
- Sign and date the Declaration in Section 11.
- Detach Section 11 and return to DVLNI, County Hall, Castlerock Road, Coleraine, BT51 3TA.
- Keep Sections 1 to 8 of the Certificate to take with you when you take the vehicle abroad.
- Discard Sections 9 and 10.

If you are taking your vehicle out of the country for less than 12 months

DO NOT complete Section 11. You must take the **whole** of the Certificate with you. For further information on taking your vehicle abroad, contact a DVLNI Local Office, or DVLNI, County Hall, Castlerock Road, Coleraine, BT51 3TA or the DVLNI website at www.dvlni.gov.uk

The address and telephone number of your nearest DVLNI Local Office may be found in the Phone Book under Government Offices/DVLNI or in our leaflet V100 which is available from DVLNI, County Hall, Castlerock Road, Coleraine BT51 3TA or from any of our eight Local Offices. DVLNI Local Offices are open 9.15am to 4.00pm Monday to Friday except third Tuesday of each month 10.00am to 4.00pm.

Important Notes

Continuous Registration Explained

A system of Continuous Registration has been introduced to improve existing registration and licensing procedures. It is the responsibility of registered keepers to notify DVLNI when a vehicle has been sold, transferred, scrapped or exported. If they do not, they will continue to be responsible for taxing the vehicle until such time as DVLNI receives a disposal notification. On receipt of notification, DVLNI will issue an acknowledgement letter to the keeper within 4 weeks, confirming that he or she is no longer shown as the registered keeper on DVLNI records. You should keep the letter as a receipt in the event that you receive further correspondence concerning the vehicle. If the acknowledgement letter is not received after 4 weeks please contact Vehicle Enquiries Section on 0845 402 4000. If you have impaired hearing and have a textphone/minicom, you should ring 028 7034 1351.

DVLNI will issue penalty notices to the registered keeper of a vehicle where the record shows that the vehicle is unlicensed or where Statutory Off Road Notification (SORN) has not been declared.

Summary

- Tell us if any of the details of the Certificate are wrong or have changed.
- Always sign the relevant Declaration when telling us of a change.
- It is an offence not to notify DVLNI when a vehicle changes hands.
- Use Section 6 to tell us if you sell your vehicle privately, if you change your name or address, or if you personally break up your vehicle.
- Use Section 7 to tell us about changes to your vehicle.
- Use Section 9 (V5C/3(NI)) to tell us if you sell or transfer the vehicle to a motor trader.
- Give Section 10 (V5C/2(NI)) to the new keeper if you sell your vehicle privately.
- Use Section 11 (V5C/4(NI)) if you intend to export your vehicle for more than 12 months.

For further information on vehicle registration and licensing matters:-

- See leaflet V100 which is available from DVLNI, County Hall, Castlerock Road, Coleraine, BT51 3TA or from any of our eight Local Offices.
- Contact the DVLNI on 0845 402 4000 quoting the vehicle's registration mark. If you have impaired hearing and have a textphone/minicom, you should ring 028 7034 1351.
- Write to DVLNI, County Hall, Castlerock Road, Coleraine, BT51 3TA quoting the vehicle's registration mark or fax DVLNI on 028 7034 1422.

You can also visit our website on www.dvlni.gov.uk or you can e-mail us at dvlni@doeni.gov.uk

Data Protection Act – Release of Information

The law requires the Agency to protect the privacy of individual motorists and to ensure that data is used fairly and lawfully. Also, personal data should only be used for specified purposes. The DVLN register is maintained primarily to identify vehicles and their keepers – to assist law enforcement and the collection of taxes, and to facilitate improved road safety.

However, regulations allow the Agency to release information to the police and local authorities to assist with the investigation of offences and parking violations. Information can also be released to anyone else who can demonstrate 'reasonable cause' for his or her request.

This means that vehicle keeper data can be used lawfully for a variety of other purposes. These include:

- Traffic surveys and research by the Department for Transport.
- Investigations by insurance companies, finance houses and members of the public who can demonstrate reasonable cause.
- The investigation of benefit fraud by other government bodies.
- The enforcement of court orders.
- The enforcement of parking restrictions on private property.

Frequently Asked Questions

1. Q. Does the Certificate show that I am the legal owner?

A. No. It does not prove legal ownership.

The legal owner is:

- The person/company who purchased the vehicle eg Finance/Hire Purchase/Leasing companies.
- The person who purchased the vehicle for their spouse/child etc.

The registered keeper is:

- The person who is liable for licensing the vehicle.
- The person to whom the police and other enforcement authorities would direct any enquiries eg about motoring and parking offences.

NB Before buying a vehicle you should satisfy yourself that the seller either owns the vehicle or is entitled to offer it for sale.

2. Q. What do I do with the Certificate if the registered keeper of the vehicle is deceased?

A. Complete the New Keeper details (for buyer or family member), ask the New Keeper to sign the Declaration in Section 8. Do not sign the Registered Keeper Declaration in Section 8 but return the Certificate to DVLNI with a note explaining the circumstances.

3. Q. I have lost the Certificate. How do I obtain another?

A. Complete a V34(NI) Vehicle Registration Certificate Application Form (a fee will be payable) which is available from any Post Office® branch, DVLNI Local Office or DVLNI's website www.dvlni.gov.uk and send it to DVLNI. Contact details shown in the "Summary".

4. Q. Can I sell or buy a vehicle without a V5C(NI) Registration Certificate?

A. Yes, however the Certificate is the easiest way to undertake the legal requirement of notifying DVLNI that a vehicle has been transferred. Without the Certificate, the disposer (seller) will need to write a letter and send it to DVLNI. The acquirer (buyer) will need to complete a V34(NI) Vehicle Registration Certificate Application Form (a fee will be payable). Notification using the V5(NI) or V5C(NI) will remain free. In addition, the Government recommends that the buyer checks the Certificate before buying a vehicle to ensure that the vehicle is from a legitimate source.

5. Q. I am not the registered keeper, how do I notify DVLA that I am exporting the vehicle?

A. The new keeper will need to apply for a V5C(NI) using a V34(NI). When the V5C(NI) is received, the new keeper should send the V5C/4(NI) to DVLA and take the remainder of the V5C(NI) to the new country to re-register if exporting the vehicle for more than 12 months.

6. Q. Is it mandatory to supply the new keeper's (buyer's) Date of Birth?

A. Yes. Date of Birth is mandatory where an individual is named.

- 7. Q. Why is my Date of Birth not shown on the Certificate?**
- A.** To avoid fraudulent use of the information in the event of the Certificate being mislaid or stolen, an individual's Date of Birth is not displayed.
- 8. Q. We are a business, whose Date of Birth should I enter on the Certificate?**
- A.** If the vehicle is registered under the business name, a Date of Birth is not required.
- 9. Q. I am selling my vehicle to a motor trader who has requested the complete Certificate. What should I do?**
- A.** The current keeper **must** return Section 9 to the DVLNI to ensure that they are no longer shown as the registered keeper on the DVLNI record. Give the Motor Trader the rest of the Certificate.
- 10. Q. Why are the different languages printed on the front of the Certificate and what do they mean?**
- A.** The European Directive which introduced the harmonised registration certificate requires "Registration Certificate" to be translated into the languages of the Member States.
- 11. Q. Under the vehicle details there is Date of first registration and Date of first registration in the UK. Why would there be two dates?**
- A.** New vehicles registered from 1 June 2004, will show the date of first registration as the date the vehicle was first registered, anywhere in the world. The date of first registration in the UK is self-explanatory. The dates will match in this country, however they will differ if the vehicle was first registered outside the UK.
- 12. Q. What do I do if I want to sell/dispose of my accident-damaged vehicle and I am third party insured?**
- A.** BY LAW you should inform us if you sell/dispose of a vehicle with significant unrepaired accident damage, covered by third party insurance.
- Return the Certificate to DVLNI, County Hall, Castlerock Road, Coleraine, BT51 3TA.
 - Write a letter to accompany the Certificate giving the date of the accident, date of sale and name and address of the new keeper.
 - You should give the new keeper a bill of sale and Section 10.

DVLNI Service Standards

Driver & Vehicle Licensing Northern Ireland aims to give you the best possible service. If you would like a copy of our Customer Service Guide and/or Complaints Procedure leaflet please let us know using the contact details shown in the “Summary”.

We invite you to tell us:

- When we do well.
- When we fail to achieve our service standards.
- How we may improve our services.
- If you have any comments on this or any other DVLNI document.

Please write to The Customer Services Manager, DVLNI, County Hall, Castlerock Road, Coleraine BT51 3TA, or telephone on 0845 402 4000, or fax on 028 7034 1422.

Hearing impaired minicom users can telephone on 028 7034 1351.

You can also visit our website on www.dvlni.gov.uk or you can e-mail us at dvlni@doeni.gov.uk

