



Driver & Vehicle
Licensing
Agency

Accuracy of the Vehicle Record survey



INVESTORS
IN PEOPLE

DVLA is running an annual vehicle record survey to check the accuracy of its vehicle records held.

The survey has been sent to 3,601 randomly selected customers, from our vehicle records, asking them to confirm whether they are still the registered keeper of the vehicle and that the name and address held on our records is correct.

The exercise can be completed quickly and easily online or by phone, only if the customer answers 'Yes' to ALL three questions.

The survey can be completed using the following channels:

Online: www.dft.gov.uk/dvla/vehiclerecord (this can be a hyperlink) - This can be accessed 24 hours a day, 7 days a week.

By phone: Call our free phone number: 0300 123 1352 - 8:30am to 4:30pm Monday to Thursday, and 8:30am to 4pm on Friday.

If you have hearing difficulties: call our text phone number: 0300 123 1279 - You will not be able to use this number with ordinary phones.

We can only answer questions about this exercise using these numbers.

By post: Answer the questions on the back of the letter. Return it to us in the prepaid envelope.

If the answer is 'No' to one or more of the questions the customer needs to fill in and return the questionnaire by post in the prepaid envelope enclosed.