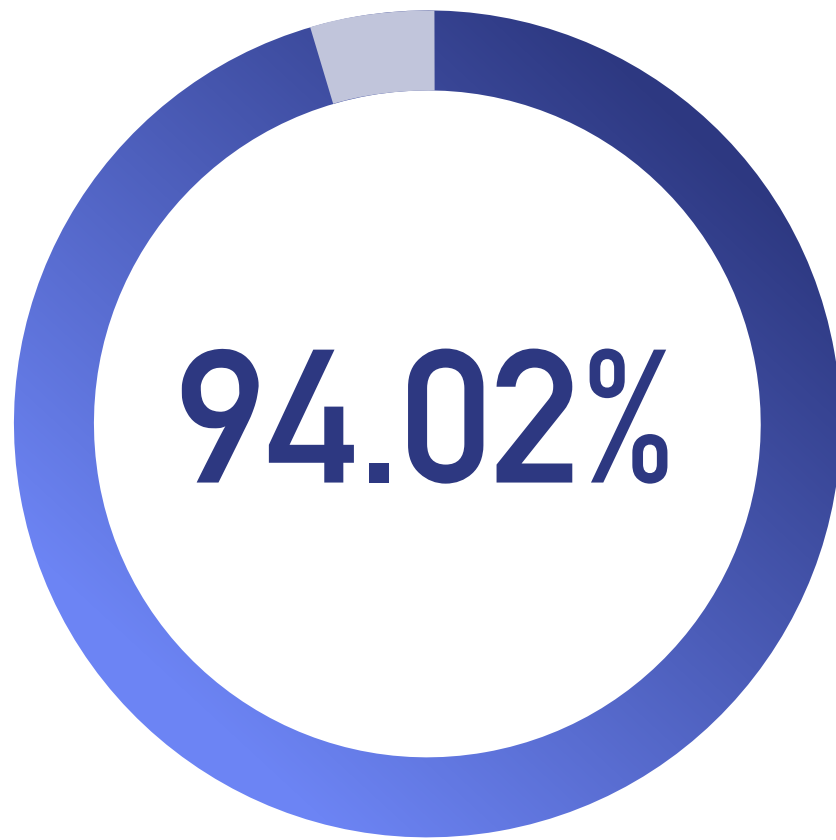
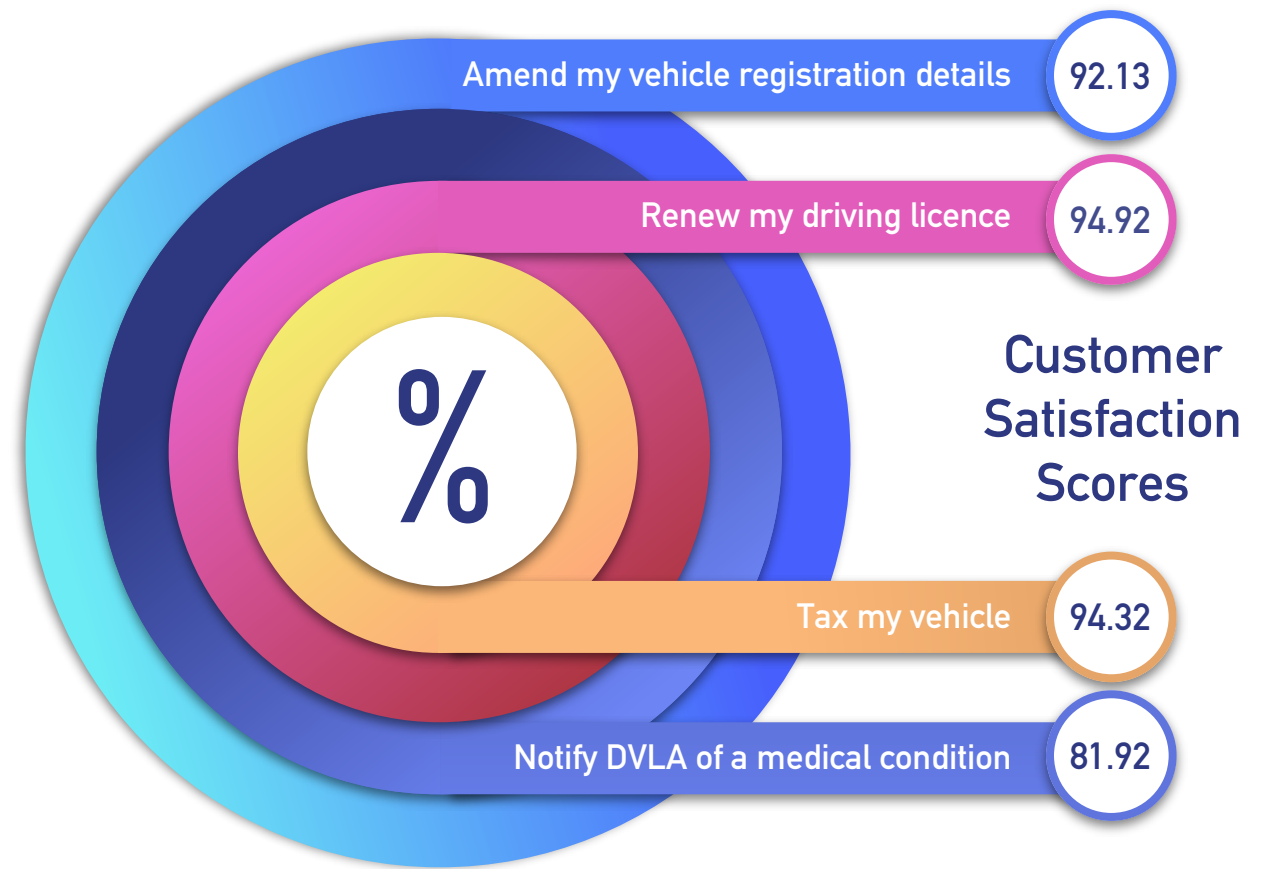


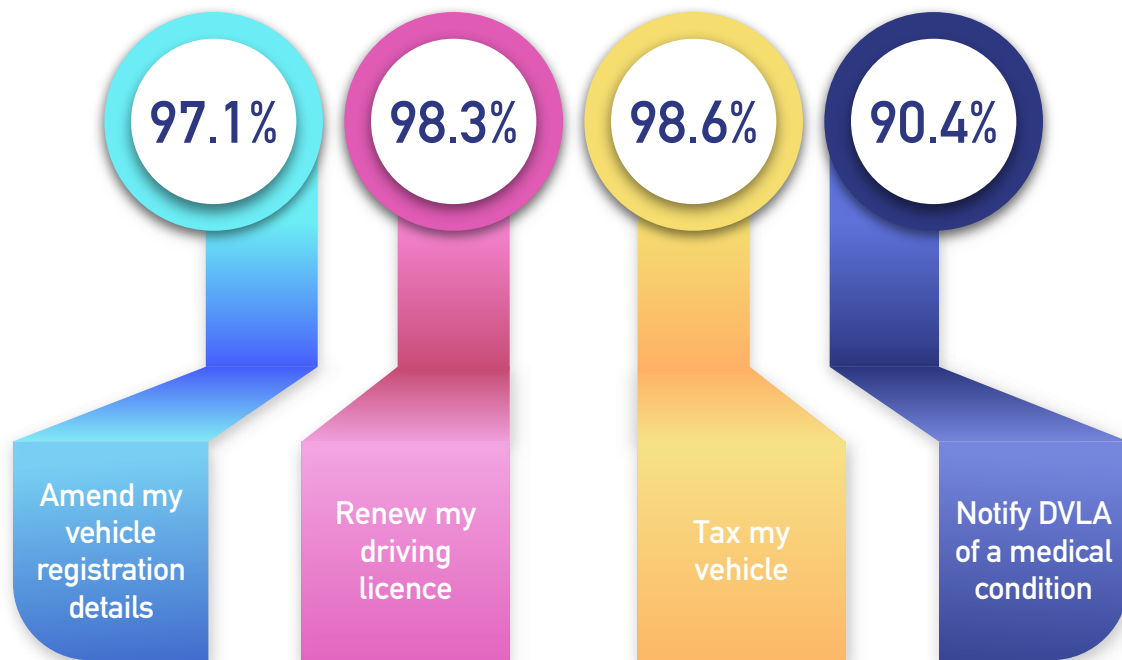
# DVLA Customer Satisfaction 2019/20



Overall Customer Satisfaction



DVLA Main Services



Customers who said their expectations were either met or exceeded



DVLA Reputation Score\*  
77 out of 100

\*The reputation score is based around customer views of how well DVLA understands and meets their needs, their trust in DVLA, whether they feel valued as a customer, how much they are an advocate of our services, if they believe DVLA takes customer views seriously and if they believe they are treated fairly by DVLA.