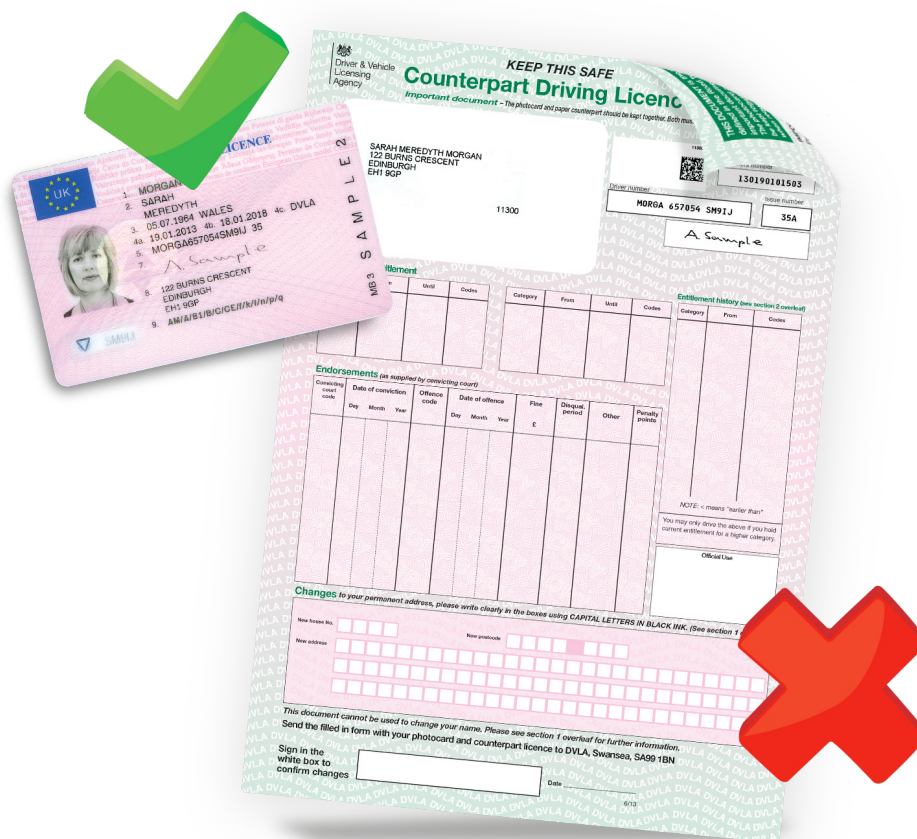




Driver & Vehicle
Licensing
Agency

Abolition of the Counterpart

Stakeholder & commercial
customer briefing pack



Simpler | Better | Safer

www.gov.uk/dvla/nomorecounterpart

No more counterpart

From **8 June 2015**, as part of the Government's Red Tape Challenge initiative to remove unnecessary burden on drivers, DVLA will no longer issue the paper counterpart to the photocard driving licence. From **8 June 2015**, existing paper counterparts will no longer have any legal status.

The following information gives further details on the changes and what they mean for drivers and businesses. We will publish regular updates on this change and progress of our new online services on our GOV.UK blogs [Inside DVLA](#) and [DVLA Digital Services](#). You can also sign up to receive our email alerts.

If you need any further information or you have questions that have not been covered please get in touch at abolitionofcounterpart@dvla.gsi.gov.uk

So what do the changes mean for drivers?

- Drivers do not need to do anything; they just keep their current photocard driving licence.
- We are not abolishing paper driving licences issued before we introduced the photocard in 1998, and any driver who holds this type of licence should keep it and **not** destroy it.
- From 8 June 2015 the licence (whether photocard or paper) will remain the official document that shows what vehicles a person can drive; but the driver record held by DVLA will be the only legal source of penalty point endorsements.
- From 8 June 2015 paper driving licences will no longer be annotated with endorsements.
- Drivers can check the most up to date information on their driving record [online](#), by [phone or post](#)
- The next time a driver needs to update their [name](#), [address](#) or [renew](#) their licence, we will issue them with a photocard only.
- Entitlements, penalty points and the status of their driving licence won't change.

So how will drivers check their driver record when the counterpart goes?

In 2014 DVLA launched its [View Driving Licence](#) which allows GB driving licence holders to view their driving record online. They can do this at any time, it's free and easy to use and available 24/7. Through this service drivers can check what type of vehicles they can drive and any endorsements they may have.

How does a driver access the service?

To access the service the driving licence holder will need the following:

- Driving Licence Number or personal details (full name, date of birth, gender)
- Post Code
- National Insurance Number
- In 2015 we will introduce [GOV.UK Verify](#) to authenticate drivers accessing View Driving Licence

What information is currently available through View Driving Licence?

- Personal details – name, address and date of birth and gender.
- Licence status (provisional, full, revoked or disqualified)
- Licence expiry date
- Licence issue number
- The vehicles they can drive (either with full entitlement or provisional)
- Penalties and disqualifications

What information **isn't** currently available through View Driving Licence?

- Photograph and Signature of the driver
- Medical history
- Tachograph and Driver Qualification Card data
- Entitlement history

What other channels are available for a driver to check their driving licence information?

Driving licence holders can check the details on their driving licence record by phone or post – see [existing services](#) for further information

How will employers, car hire companies and anyone else who currently checks the paper counterpart be able to check driving licence information after 8 June?

Our new Share Driving Licence service will provide an online alternative for those who currently have a business need to check the information currently displayed on the driving licence counterpart or paper licence. This free 24/7 service is currently in development and will be available before the counterpart is abolished.

How will it work?

Similar in principle to the paper counterpart, Share Driving Licence places the driving licence holder in control of their information and who they share it with.

The first part of the process requires the driving licence holder to generate a unique, one-time use access code for their record. This is done by the driver logging on to our [View Driving Licence](#) service.

The driving licence holder may then share the access code, plus the last 8 digits of their driving licence number, to anyone who has a right to see it.

The second part of the process will enable the third party to enter the access code and last 8 digits of the driving licence number via the Share Driving Licence page on GOV.UK. This will allow the third party to see the driver's licence status, endorsements and what vehicles they can drive.

The view of the driving licence presented back to the third party will be date/time stamped and downloadable in the form of a PDF. The information will be accurate at the time of download and is a snapshot of the record at that time. **Take a look at the flow chart below which explains the process.**

Drivers will also have the option of downloading a PDF summary of their driving licence information that will also have the unique one-time access code printed on it.

DRIVING LICENCE HOLDER



**Move cursor over
the grey boxes
to view images
of the service**

THIRD PARTY

or

Will there be any other new ways third parties can check a driver's record?

Yes. We are developing our Access to Driver Data service for trusted partners. This will give them real-time driving licence data through a business-to-business interface. They will need to agree contractual terms and conditions. The service should be available in summer 2015.

What data will be available?

The data items will include name, address, date of birth, driving entitlement and penalties/disqualifications. A full list of data items is available through the ADD interface specification document which is available on request. Tachograph and Driver Qualification Card information will not be available through ADD, but we are considering including this data at a later date.

How will users connect?

Initially the ADD service will be offered through a dedicated leased line connection that we have with existing DVLA data customers. This will apply to the BETA service only.

When the service is fully live, it is likely to be offered through an internet based connection. Options are currently being considered.

How much will it cost?

The charging model is currently being considered and will be shared with interested parties as soon as possible.

What about driver's consent?

Consent from the driving licence holder will still need to be obtained and retained for audit purposes. This can be captured via the existing D796 form. DVLA is also considering proposals for driver consent to be captured and stored electronically. It is our intention to publish a set of guiding principles around electronic consent solutions. This will provide those considering implementing such a solution the necessary information to do so with a degree of confidence that it will meet our requirements. Electronic consent proposals will need to be approved by DVLA prior to implementation.

What if I don't want to go online to check a driver's record?

Alongside the new online platforms being created by DVLA in readiness for the abolition of the counterpart, there is a range of existing service channels available to the motoring industry to allow driving licence checks to be carried out. Businesses and organisations can continue to use the existing service channels DVLA provides, as well as the new online services. A list of all existing service channels is provided below:

By phone

You can check a driver's entitlement by phoning DVLA's Premium Line (calls cost 51p per minute). The driver must give their permission before any information can be released.

Driver entitlement checking service

You can check with DVLA that the information on a driver's licence is correct, including:

- the licence validity dates
- the categories of vehicle the driver can drive
- if there are any current endorsements on the licence
- if the driver is disqualified

The driver must complete a D796 form and you must send this with a cheque or postal order for £5 payable to 'DVLA, Swansea' to:

Driver Licence Validation service, DVRE 5
DVLA, Swansea, SA99 1AJ

Pre-funded account options are also available for this service. Contact decs@dvla.gsi.gov.uk for more information.

Electronic Driver Entitlement Checking Service (EDECS)

EDECS is a secure online service that provides an overnight batch enquiry service. Your company will need to pass accreditation checks and enter into a contract with DVLA to use the service. Organisations pay a one off set-up fee and an enquiry fee of £1.50 per driver checked. Contact decs@dvla.gsi.gov.uk for more information.

Frequently Asked Questions

Abolition of the counterpart

1. Why is the counterpart being abolished?

The decision to abolish the counterpart arose from the Government's Red Tape Challenge consultation on road transportation. It also aligns to the DVLA Strategic Plan which includes simplifying DVLA's services.

The D740 counterpart to the photocard licence was introduced to display information that could not be included on the photocard. This includes provisional categories and current endorsements. The introduction and development of new customer facing systems has now made this information available [online](#).

2. What can customers do if they cannot access View Driving Licence, but need to share their licence information?

The vast majority of GB licence holders will be able to view their own driving record online. If drivers cannot access the service they can call DVLA who may be able to help generate a onetime access code that will allow them to share their licence details through Share Driving Licence. Alternatively, details may be notified provided using the existing DVLA Premium Line.

3. What details will a third party be able to view via Share Driving Licence?

Licence status (full, provisional, disqualified), endorsements and penalty points, and what vehicles the driver is entitled to drive.

4. Why replace the paper counterpart with another bit of paper?

Photocard Driving Licence holders now have the choice to go online and view the most up to date information on their driving licence. They will also have the option of downloading, and printing if necessary, a PDF summary of their licence information. They will be able to share their driving licence record with others without the need to print the information, but the choice is available and free should it be required.

5. Will 'old style' paper driving licence issued before the photocard was introduced in 1998 still be valid?

Yes, they will remain valid and are not being abolished. However, from 8 June paper driving licences will no longer be annotated with endorsements; endorsement information will be held on the DVLA driver record. Drivers holding a pre-1998 paper licence will be able to use our [View Driving Licence](#) and Share Driving Licence services.

6. What will be the legal record of convictions/endorsements?

From 8 June 2015 the paper counterpart will not be a legal document. The electronic record held by DVLA will be the official record. Drivers can of course generate a one-time use code that will allow third parties to view and validate the information if they wish.

7. What happens if a customer does not have their access code or printed PDF

Drivers can use the [View Driving Licence](#) service and generate an access code immediately. Alternatively, they can contact DVLA for assistance.

8. Will the DVLA Premium Line be available 24/7?

Our Premium Line will remain the same as now. Current opening hours are 8am – 7pm Monday to Friday and 8:30am – 2:00pm Saturday.

9. When will the API solution be available?

The service is currently scheduled to be available in summer 2015.

10. I've been given an access code, where do I go to validate the details?

Share Driving Licence will be accessible through GOV.UK

11. I've been given an access code, how often can I use it?

You can only use the code once. You can generate up to 5 access codes in any 24 hour period and they are valid for 72 hours.

12. Will this impact any insurance/public liability my business has?

You should check with your insurer how these changes may impact on your policy.

13. Will there be any changes to the photocard as part of these changes?

No.

14. If a customer accesses View Driving Licence and shows us their driving licence details on their 'phone or tablet, do I need to go through the Share Driving Licence process?

You will need to make this decision based on your individual needs (e.g. would simply viewing a drivers details that way meet your audit requirements?).

15. Will the service be available 24/7? What about downtime/planned outages?

The service will operate 24/7 – planned downtime and outages for maintenance will be communicated in advance.

16. Will the View Driving Licence and Share Driving Licence services have any support/helpdesks that the industry can call/email?

DVLA will provide Assisted Digital support to deal with enquiries relating to the live services it provides.

Share Driving Licence

17. How is the drivers consent requirement satisfied?

Driver consent to the disclosure of data by DVLA is provided by the positive action taken by the driver choosing to share the access code and/or summary of the driving licence information with the third party.

18. Will drivers be told what generating and sharing the access code means to them?

Yes, drivers will be presented with this information before they generate the code. This will explain what information will be released by sharing the code and what the implications of sharing their data may be.

19. How long will the access code be valid for?

Each code will be valid for 72 hours and cannot be redeemed after this period.

20. How many access codes can the driver generate?

The driver may generate up to 5 new access codes within a 24hr period. Each access code can only be used once.

21. Are there any charges for using Share Driving Licence?

The online service is free to use for both the driving licence holder and third party enquirer. For those third parties who choose to check a driver's licence over the phone current call charges will apply (51p per minute).

22. What if we can't access the online service to check a driver's licence?

Third parties will be able to check a driver's licence over the phone – using DVLA's Premium Line, current call charges will apply (51p per minute). The driver must give their permission before any information can be released.

23. Will there still be a need to check the photocard licence?

Each business or organisation will need to make this decision based on their needs and obligations. However, we advise that the access code and/or PDF licence summary of the driver record should be checked in conjunction with the photocard licence as the driver's photograph, signature and personal details will not be present on the online or PDF licence summary. The photocard and licence summary can be linked via the last 8 digits of the driver number and issue number.

24. What happens when the online service is unavailable?

For planned service outages we will publicise this information in advance. As with all our customer facing enquiry services Share Driving Licence will be given priority in the event of an unexpected service outage.

25. Where can I go to ask further questions?

Further information on abolition of the counterpart and our new digital enquiry services is available at

www.gov.uk/dvla/nomorecounterpart

If you are unable to locate an answer then you may e-mail:

abolitionofcounterpart@dvla.gsi.gov.uk