

E Digital tachograph card fees and where to send your application

Please send your application to Digital Tachograph Section, DVA County Hall, Coleraine, BT51 3TD and enclose the correct fee (if applicable).

How to pay (see section I)

By post to DVA Coleraine

- You can use a cheque or postal order, payable to 'DVA'. You must sign, date and write the amount on the cheque or your application will be returned. We do not accept post-dated cheques.

DO NOT SEND CASH OR BLANK POSTAL ORDERS TO DVA.

MOT test centres

- MOT test centres also accept cash, cheques, credit cards and debit cards.

Please write your driving licence number or your full name, address and date of birth on the back of the cheque or postal order.

F Card information

Replacement card

If your card has been lost or stolen, you must apply for a replacement card within seven days. You should either fill in this form or if there are no changes to your details phone 0845 402 4000 (between 9am and 5pm Monday to Friday). We only accept payments by Visa, Mastercard, Maestro or Delta over the phone.

Malfunctioning or damaged cards

If your card is damaged or malfunctioning you should try it (before applying for a replacement card within seven days) in another vehicle unit (VU) to make sure it is the card, not the VU that is not working properly. Check the VU manual to make sure that it is a card error.

Return your malfunctioning or damaged card to us

If your card is malfunctioning and you do not return it, we will treat it as being lost and you will have to pay a fee for a replacement. You will have to pay for a replacement if the card is lost, stolen or has been damaged.

Renewing your card

You will need to ensure that you apply for a renewal at least 15 working days before your driver card expires and the ability to record information is lost. Once the card expires it can only be used to display, print or download the data held on it. Expired cards do not need to be returned and should be kept for 28 days after expiry. Data must be downloaded from expired cards before they are disposed of.

You as the driver are responsible for ensuring that your digital tachograph driver card is renewed prior to the expiry of the existing card.

G When will you receive your digital tachograph driver card?

Replacement driver cards will be issued within five working days of receiving a valid application. First applicants and renewal driver cards should be received within 15 working days from the day we receive your application. It might take longer if we have to check your personal details. If your card does not arrive in this time, you can contact us in any of the following ways:

- Phone 0300 200 7861 between 9.00am and 5.00pm Monday to Friday
- To email us go to dva@infrastructure-ni.gov.uk
- Write to Customer Services (Drivers), Digital Tachograph Section, DVA, County Hall, Coleraine, BT51 3TD
- Fax us on 028 703 41 385
- If you are deaf or hard of hearing and have a textphone, phone 0287 034 1380.

You will need to give your NI driving licence number or full name and date of birth.

Returning your identity documents

We will send your proof of identity back separately.

If you do not get your identity documents back within 10 working days of receiving your digital tachograph driver card, phone us on **0300 200 7861**.

If you do not get your identity documents back you must contact us within two months of the date you sent in your application. After this time, we will not be able to carry out the necessary follow-up investigation with Royal Mail.

We will not be liable for any loss you report after the two-month period.

H Driving without a digital tachograph driver card

You must tell us immediately if your card is lost, stolen, damaged or is malfunctioning. You should phone us on 0300 200 7861.

You can **only** drive without a card for up to 15 calendar days (or longer if this is necessary for the vehicle to return to its premises), as long as you can prove that you could not use the card during this period. **During this time you must keep records of your driving using the Vehicle Unit printout facility.**

You cannot drive if your card has expired.

For full conditions about driving without a card go to www.nidirect.gov.uk/motoring

I Digital tachograph fees

Card type – Driver Card	Fee
First Driver Card Application	£ 32.00
Replacement Card Your original card has been lost, damaged or stolen	£ 19.00
Exchange Card Change of name and/or address on an existing digital tachograph driver card	Free
Changing an EU/EEA or Northern Ireland digital tachograph driver card for your first GB digital tachograph driver card	£ 32.00
Malfunctioning Card Your card is not working properly	Free
Renewal Your present card is due for renewal or has expired	£ 19.00
Your present card has been withdrawn or suspended	£ 32.00