

# Request for a new Driver Licence/Customer Number

## Eligibility and How To Use This Form

- If you have reasonable grounds to believe that your NSW driver licence number or your Transport for NSW customer number has been misused by someone else or is at risk of being misused by someone else (e.g. via a data breach) you may apply for a new number using this Application Form.
- You must provide supporting information, to substantiate your application and eligibility and a Police Event Number or a ReportCyber Receipt (CIRS) number to show you have reported the misuse or incident.
- You must attend a Service NSW centre to lodge your application and provide proof of identity. For this application you must provide one document from List 1 and one document from List 2 (excluding Transport for NSW issued photo cards). For more information about acceptable proof of identity documents visit [nsw.gov.au](http://nsw.gov.au) or call us on **13 22 13**.
- If your application is approved, you will be required to attend a service centre to apply for a replacement card.

### Note:

- If your driver licence has been stolen and Transport for NSW cancels it and issues a new licence, a thief may still be able to use your stolen card as identification where a business accepts it without checking whether it is valid.
- NSW Photo Cards do not display a customer number so Transport for NSW does not issue new customer numbers for lost or stolen NSW Photo Cards. If your NSW Photo Card has been lost or stolen find out how to get it reissued at [nsw.gov.au](http://nsw.gov.au)
- If you are concerned you may be a victim of identity theft visit or require more information about safeguarding your identity, visit [nsw.gov.au](http://nsw.gov.au)

### 1 Customer name

Family name

First name

Middle name

Date of birth

day	/	month	/	year
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### 2 Residential address (must be in NSW)

Postcode

Mailing address (If different to your residential address, your replacement card/s will be sent here.)

Postcode

Email

Mobile number

### 3 Driver Licence Number (If known) Customer Number (If known)

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### 4 Do you also want to place a restriction on your existing driver licence/customer number while your application is being processed?

This restricts Transport for NSW transactions, so that full proof of identity is required by anyone attempting to do business with us in your name. This means you won't be able to transact via phone or online during this time for driver licensing, registration or photo card purposes. The restriction will be lifted as soon as your new customer number is issued (if it's approved).

- Yes  
 No

### Please note the following important information about transaction restrictions:

- A restriction will only apply to Transport for NSW transactions and has no effect on the use of a driver licence as Proof of Identity with another business
- While the restriction is in place, if you wish to transact with Transport for NSW you will need to attend a service centre each time and provide proof of identity (excluding Transport for NSW issued photo cards)
- The restriction will lapse when the new driver licence number or customer number is issued.

### 5 Please explain why you believe your driver licence number and/or customer number have been misused by a third person or how there is a risk that they may be misused. Please provide full details to substantiate your claim.

If you have been notified of a data breach involving the details of the driver licence then you should attach a copy. If you require more space for your answer, please attach additional page/s.

**6 Reporting incident to Police**

I have reported the incident to the Police and I consent to Transport for NSW verifying this with the Police.

The Police Event / CIRS Number is:

**7 Do you hold any of the following with Transport for NSW? This information will help us update our records for other Transport for NSW licences, accreditations or exemptions you have:**

- AIS examiner authority
- AIS proprietor authority
- Bus Driver authority
- Bus Operator accreditation
- Driving Instructor licence
- Livestock Loading Scheme driver accreditation
- VSCCS certifier's licence
- Provisional licence (P1 or P2) exemption

**8 Declaration and signature**

I declare that the information provided by me in this application is true and correct.

Signature

Date

day / month / year

**Warning:** it is an offence under the *Crimes Act 1900* to provide false or misleading information to Transport for NSW.

**9 Checklist**

- Proof of identity documents
- I have recorded the Police Event / CIRS Number at question 6.
- I have attached supporting information to support my application.

**Personal Information Collection Notice**

Transport for NSW is committed to protecting your privacy and ensuring your personal and health information is managed according to law.

Find out why we collect your personal information, including how we use and manage it, by reading our privacy statement at [transport.nsw.gov.au/privacy-statement](http://transport.nsw.gov.au/privacy-statement) or phone **13 22 13** to request a copy.

**Office Use - Bundle A**

Mailing address checked on DRIVES (if applicable)

Confirm identity - Applicant's signature

**Does this customer hold a combined licence**  Yes  No

**I confirm the details on the form are the same as DRIVES**  Yes  No

**Proof of identity**

Primary proof

Document number

Passport/Visa date of issue or E/D

Secondary Proof

Secondary Proof date of issue or E/D

POI seen - CSR signature and staff number

**Photo Comparison**

- No stored image  Matched
- Faulty  Mismatched