

Information Sheet: Change of licence number requirements

Am I eligible to have my driver licence number changed?

Yes, if VicRoads considers the information on your driver licence or learner permit was used in the attempt to commit fraud or fraudulent activity occurred resulting in identity theft. We will consider changing a licence number when there is a reasonable request to do so.

Some examples of identity theft include:

- Opening a bank account or a mobile phone service
- Accessing government benefits
- Avoiding security and validation checks to gain employment such as a Working with Children check
- Avoiding licence bans and/or the allocating of fines and demerit points
- Obtain approval for car leasing or car hiring

A new licence number will help separate you from future fraudulent activity that may occur on your previous licence details however it will not necessarily stop your old licence details being used. VicRoads is unable to prevent other organisations from accepting previous licence information.

When am I not eligible for a driver licence number change?

If you've been notified by an organisation that a data breach may have exposed your licence details, but no fraud has taken place, VicRoads will NOT be able to change a driver licence number.

We will NOT be able to change a driver licence if:

- there has been access to social media platforms
- scams attempting to gain access to your personal information
- creation of pre-paid mobile connections, in your name
- anytime where the driver licence number was not used in the activity of fraud or a data breach.

What documentation is required to apply for a licence number change?

You will be required to supply the below document(s) for VicRoads to consider your application:

1. **Preferred documentation:** One category 1 document
Documents confirm an investigation has proved the fraudulent use of your driver licence.

Category	Documents
Category 1	Commonwealth Victims Certificate Court Extract Police request directly to VicRoads outlining the circumstances under investigation and a recommendation to change the licence number.

OR

In the event you are unable to provide one of the above documents (Category 1), a statutory Declaration and a combination of two Category 2 documents is acceptable for an application to be considered.

2. **Combination:** A statutory Declaration along with – two documents from Category 2.

Category	Documents
Category 2	Company letterhead from a service provider, confirming fraudulent activity has occurred. Police Incident Report (VP FORM LI 'Notice of the Victim' indicating theft and/or attempt to obtain financial advantage by deception. Affidavit indicating fraudulent use of Driver Licence. Police typed statement (VP FORM 287A) indicating fraudulent use of Driver Licence. Overseas Police Report (approved translation required, if not in English) Embassy or Consulate letter confirming fraud has occurred in their respective country, translation required if not in English. Infringement Report (e.g. Fines Victoria) confirmation of withdrawal of offences.

How to apply to VicRoads

You will be required to provide the following documents to:

VicRoads Licence Correspondence
Locked Bag 7000
Kew VIC 3101

VicRoads will send you a letter outlining the outcome of your request. Please note that if VicRoads grants approval to change your driver licence number, you will be required to attend your nearest VicRoads Customer Service Centre within 28 days with:

1. The approval letter.
2. Full Evidence of Identity
3. Proof of address.
4. Your current Driver Licence (if in your possession).

Please note: a new photo will also be taken as part of the verification process.