



Changing Driver's Licence Number

Changing a driver's licence number is a complex process and will result in delays for the issue of a new number as systems are updated and tested.

Customers that have applied for a new driver's licence number will be sent a replacement licence card in the interim. The new card will have the same driver's licence number but a new card number on the back.

Why have I been sent a replacement driver's licence card?

Replacing a driver's licence card is the quickest way for customers to protect themselves from identity fraud. This is because a new card number will be issued that overrides the one displayed on your current licence card.

From 1 September 2022, both a driver's licence number and card number are required by financial institutions and telecommunication providers when verifying a person's identity, therefore your new card number will prevent your current licence card details being used for fraudulent activities.

When will I get a new driver's licence number?

The Department of Transport (DoT) is working with multiple other government agencies to make this happen as quickly as possible while retaining the integrity and security of systems and the information contained within them.

Will I be contacted again before a new driver's licence number is issued?

Yes, DoT will contact you before changing your licence number to confirm this is still your preference.

Why haven't I received a replacement driver's licence card?

A replacement card will not be issued if:

- Your driver's licence has expired. You will be issued a new driver's licence card upon renewal.
- An updated photograph and signature are required. You will be sent a letter with instructions to attend a Photopoint for a new photograph and signature to be captured.
- You are disqualified from driving. If your licence is suspended and not expired, you will need to contact us at the end of your disqualification period to request a replacement card.

Can I get additional replacement cards for any learner's permit I hold?

Yes, please attend a DoT transport service centre or regional agent if you require one or more learner's permit cards.