



Driver and Vehicle Licensing Agency

Telephone
Fax

Email
Website www.direct.gov.uk/motoring

Your Ref
Our Ref

Date: 18 December 2006

Dear

Freedom of Information request

The Driver and Vehicle Licensing Agency has now completed its search for the information which you requested on 24th November 2006.

In your letter you asked why you had to pay a £2.50 handling charge for renewing your vehicle excise duty online.

Customers are not obliged to pay £2.50 for re-licensing online. The Agency offers customers the option to pay online via the credit card or the debit card. There is no additional charge for using the debit card online.

The credit card charge of £2.50 has been calculated to cover the specific, full costs of providing the credit card as a payment option.

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<http://www.opsi.gov.uk/click-use/index.htm>.

If you are unhappy with the way the Agency has handled your request, you may ask for an internal review. You should contactif you wish to complain in the first instance. If you are not content with the outcome of the internal review, you have the right to apply to the Information Commissioner for a decision. The Information commissioner can be contacted at:-

Information Commissioners Office



CUSTOMER SERVICE EXCELLENCE



INVESTOR IN PEOPLE

An executive agency of the
Department for
Transport

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

If you have any queries about this letter, please contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely