



DVLA Consultation on Fee Proposals

The Introduction of a New Fee Structure
for Driver Enquiries

March 2007



CUSTOMER SERVICE EXCELLENCE

An executive agency of the
Department for
Transport

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1. Introduction

- 1.1 This is a consultation document issued by the Driver and Vehicle Licensing Agency (DVLA) containing details of fee proposals relating to driver enquiries. There will be no legislative changes as a result of this consultation since driver information is released to customers in accordance with the Data Protection Act 1998.
- 1.2 Since 1st November 1987, DVLA has offered a fee paying enquiry service to individual drivers and commercial organisations that required information on a driver's entitlement to drive. DVLA charges an administrative fee to cover the costs of providing this service.
- 1.3 Currently customers make enquiries by telephone, mail or fax. It is proposed that, following the re-engineering of DVLA's Driver's system, a new on-line enquiry service be made available that will allow customers to view a driver's record directly via secure internet links. The service will provide an immediate response, including the image of photograph and signature, and will be available on a 24/7 basis. DVLA will charge a fee to cover the administrative costs of this service.
- 1.4 The introduction of a new on-line enquiry service has given DVLA the opportunity to review the costs of each of the enquiry channels and the proposed fee structure also includes a review of the costs of the paper and telephone channels. The options presented in this document are intended to stimulate discussion and we welcome suggestions from individual customers, and institutional and commercial organisations alike. An electronic version of this document is available at <http://www.dvla.gov.uk>.
- 1.5 The fee re-structuring will affect all customers that wish to make an enquiry to check the driving entitlement and endorsement record of drivers on DVLA's Driver register.
- 1.6 The consultation period will run for a period of 12 weeks, from 2nd March to 25th May 2007. A press release will be issued summarising the responses following completion of the consultation and a summary of the findings will also be available on DVLA's website.
- 1.7 We believe that this document complies in all respects with the Government's Code of Practice on Written Consultations reproduced at Annex D. If you consider that the consultation criteria have not been met, please write to the address provided in that annex.
- 1.8 DVLA has carried out a pre-consultation communication exercise with motor industry bodies to gauge their reaction to the proposed changes. The following organisations were consulted:
 - British Vehicle Rental & Leasing Association (BVRLA)
 - Freight Transport Association (FTA)
 - Road Haulage Association (RHA)
 - Association of Car Fleet Operators (ACFO)

- Finance & Leasing Association (FLA)

1.9 These organisations confirmed that they welcomed the new on-line enquiry service and would be using it in preference to the telephone and paper channels.

2. Executive Summary

- 2.1 DVLA currently offers its fee paying enquiries service via the telephone and by mail or fax. With the advent of new systems developments, DVLA can now offer a new enquiry service over the Internet. This consultation sets out the charging options that the DVLA proposes for the future services.
- 2.2 In common with the principle that already exists with regard to cost recovery, the aim of the new fee structure is to recover full expenditure through fees levied. All options as set out are revenue neutral i.e. full costs are covered by the fees charged. A key aim of the consultation is to propose an option that recognises that certain service channels will be more cost effective.
- 2.3 Two options are proposed by the DVLA and the details of each are set out in Section 4 and in Annex B.
- 2.4 A Partial Regulatory Impact Assessment is contained at Annex A. This impact assessment will be fully developed in light of the comments received as a result of this consultation exercise.

3. Background

- 3.1 The DVLA currently provides a driver enquiry service via the telephone, by mail and by fax. The majority of enquiries are made via the telephone. Responses to telephone enquiries can be verbal or written by mail or by fax. The approximate level of driver fee paying enquiries per annum is 1 million. This is split 80/20 between those receiving verbal confirmation and those receiving 'paper' confirmation.
- 3.2 **Telephone Service One** – verbal confirmation. The current telephone enquiry service offers verbal confirmation of driving entitlement to the customer. The permission of the driver must be confirmed by the driver on the telephone prior to the information being released. Service hours are limited to 8.00 to 20.00 on weekdays, 8.00 to 18.00 on Saturdays, with no service at all on Sundays. This is not convenient to companies that conduct their business on a 24/7 basis. The current charge for this service is the cost of the premium rate telephone call which varies according to the length of the telephone call.
- 3.3 **Telephone Service Two** – paper confirmation. Companies currently use the service by calling a dedicated telephone line. The permission of the driver must be confirmed by the driver on the telephone prior to the information being released. The customer receives a fax or posted paper response. This telephone service is only available in the mornings between 9.00 and 12.00 on weekdays. The afternoons are used by the staff to process the applications received in the mornings. The charge for this service is £5 per enquiry.
- 3.4 **Paper Application Service** – Customers send in letters or faxes, which must have the driver's signature included. The customer receives a fax or posted paper response. The charge for this service is £5 per enquiry.
- 3.5 **New On-Line Service** -The new on-line enquiry service will provide all customers with immediate access to driver information via the Internet. The service will be available on a 24/7 basis over a secure network. Commercial customers will be required to sign a contract agreeing to abide by the terms and conditions for using the service. These terms and conditions will include keeping documentation recording the driver's consent and agreeing to pay by direct debit for the use of the service. Commercial customers will be required to pay a fee to cover the cost of the service.
- 3.6 Private individuals will have on-line access via the secure government gateway to view their details on the driver record. They will be able to use this access to enquire of the record and to update their name and address details. There are no current plans to charge for this service.
- 3.7 Information on individuals will be released to third parties only with the individual's written consent, which will have been obtained by the third party. The written consents will be retained by the third party. The DVLA will audit the third party users to ensure adherence to this rule. These proposals will strengthen security on the release of personal data and ensure companies maintain a proper audit trail of enquiries made.

4 Fee Options

4.1 The introduction of a new on-line service gave us the opportunity to review the costs of all the enquiry channels and identify an equitable charging system. The two charging options proposed in this paper are:

Option 1

4.2 In option one, we propose charging:

Electronic Enquiry	Telephone and Paper Enquiry
£4.00	£6.00

4.3 The cost of a telephone and paper enquiry is £2 more than the cost of an on-line enquiry to reflect the additional costs and resources of providing the telephone and paper service. This option is revenue neutral and fees are set at a level to recover full costs in accordance with H. M. Treasury's guidelines on fees and charges.

4.4 This option is consistent with DVLA's Strategic Agenda, which aims to attract and promote the use of the more efficient and cost effective electronic channels. Therefore, in the longer term, DVLA will be encouraging commercial customers to use the cheaper electronic channel.

Option 2

4.5 In option two, we propose charging:

Electronic Enquiry	Telephone and Paper Enquiry
£5.00	£5.00

4.6 In option two, we have shared the total cost of providing the enquiry service equally across both channels. This is simpler to administer since the charge for each enquiry is the same. However, it may be considered unfair on the electronic users who will be seen to subsidise the telephone and paper users.

4.7 If the fees were the same there is no financial incentive to switch to the electronic channel.

General

4.8 In line with HM Treasury's guidelines on fees and charges, DVLA reviews its fees annually.

5 Invitation to Comment

- 5.1 Your views are important to the Agency. Please send any comments on any issues raised in this document, including the draft RIA to the address below.
- 5.2 Responses may be sent by post, fax or e-mail by 25th May 2007. A response form can be found at Annex C of this document. I must advise that no acknowledgements will be sent unless requested and that DVLA will be unable to reply to individual responses. However, a summary of the responses will be sent to responders at the end of the consultation period. Any responses received after this date will only be taken into account in exceptional circumstances.
- 5.3 Your ideas may be different from or supportive of one or a combination of the options in this document. It would greatly ease analysis if the responses were made on the form found at Annex C although other and more general comments will also be welcome. It would be helpful if when responding, representative groups could indicate the people and organisations that they represent.
- 5.4 DVLA may wish to publish responses to this consultation document in due course. Please indicate by ticking the appropriate box in Annex C if you wish your response to be kept confidential. No reference to this point in your response will be taken as agreement to your reply being published. If you are replying by e-mail, we will assume that your consent overrides any confidentiality disclaimer that is generated by your organisation's IT system, unless you specifically include a request to the contrary in the main text of your submission to us. Confidential responses will be included in any statistical summary of numbers of comments received and views expressed.
- 5.5 Respondents to DVLA on this issue are asked to note that we may publish all or some of the comments received. Indeed, if a request for this information is received from a third party we may be obliged by the provisions of the Freedom of Information Act to do so.
- 5.6 If there are reasons why you should not wish your comments to be published or disclosed, please let us know. Although your wishes in this respect may not override any statutory obligations, these comments will be taken into account when dealing with any request for information. If you reply by e-mail, the above comments override any confidentiality disclaimer generated by your IT system.
- 5.7 If you know of anyone who you consider would be interested in receiving a consultation document please let us know by contacting us using the details below.

5.8 Please send your responses to:

**Finance Group
Corporate and Finance Directorate
Driver and Vehicle Licensing Agency
Longview Road
Swansea
SA6 7JL**

Fax: 01792 782563

Email: finance.dvla@gtnet.gov.uk

5.9 Internet responses may be sent using the electronic version of this document available at <http://www.dvla.gov.uk> and sent to the email address given above. The closing date for responses is 25th May 2007.

ANNEX A

Partial Regulatory Impact Assessment

1. Background

- 1.1 Since 1st November 1987, DVLA has offered a fee paying enquiry service to individual drivers and commercial organisations that required information on a driver's entitlement to drive. DVLA charges an administrative fee to cover the costs of providing this service.
- 1.2 Currently customers make enquiries by telephone, mail or fax. There are approximately 1 million enquiries made per annum. 80% of these enquiries receive verbal confirmation of driver entitlement with the remaining 20% receiving written confirmation. It is proposed that, following the re-engineering of DVLA's Driver system, a new on-line enquiry service will be made available that will allow customers to view a driver's record directly via secure internet links. The service will provide an immediate response, including the image of photograph and signature, and will be available on a 24/7 basis. DVLA will charge commercial customers a fee to cover the administrative costs of this service.
- 1.3 This Partial Regulatory Impact Assessment (RIA) considers the impact of the new proposed fee structure on DVLA's commercial customers. The new fee structuring will affect all organisations that wish to make an enquiry to check the driving entitlement and endorsement record of drivers on DVLA's database.
- 1.4 Businesses and organisations that consider they would be affected by the proposals are invited to:
 - Briefly describe the activities they undertake
 - Explain how each of the options would affect them
 - Describe the costs and/or benefits that would arise from each of the options
 - Provide views on the implementation
 - Identify any unintended consequences

2 Risk Assessment

- 2.1 If the full costs of this service are not recovered through fees, DVLA would have to recover them by other means. This would involve increasing the fees on other transactions. This goes against HM Treasury advice and DVLA's policy that, wherever possible, the customer pays for the service.
- 2.2 DVLA has carried out a pre-consultation communication exercise with motor industry bodies to gauge their reaction to the proposed changes. The following organisations were consulted:
 - British Vehicle Rental & Leasing Association (BVRLA)
 - Freight Transport Association (FTA)

- Road Haulage Association (RHA)
- Association of Car Fleet Operators (ACFO)
- Finance & Leasing Association (FLA)

2.3 These organisations confirmed that they welcomed the new on-line enquiry service and would be using it in preference to the telephone and paper channels.

3 Fee Options

	Electronic Enquiry	Telephone and Paper Enquiry
Option 1	£4	£6
Option 2	£5	£5

3.1 Option 1 – Option 1 is an equitable distribution of costs between channels. There is a higher fee for the more resource intensive and costly telephone and paper channels. This allows us to charge a lower fee (£4) for the less resource intensive on-line channel.

3.2 Option 2 – This is equal sharing of the costs across all the channels. This would be slightly easier for DVLA to administer. This might be considered unfair since the on-line customers would be subsidising the paper and telephone customers.

4 Costs to Commercial Sector

4.1 The weighted average cost of an enquiry transaction to a commercial customer is currently around £2 per enquiry. This will increase to £4 per enquiry if that customer chose to use the on-line service in Option 1. However for this additional cost the customer will receive immediate access to hard copy information on a 24/7 basis. There is an important added value security feature in that the commercial customer will also receive a photograph of the driver, proving conclusively that the driving licence record holder is present. Commercial customers using the telephone or paper channel under Option 1 will see an increase of £4 per transaction over and above the current weighted average.

4.2 Based on the same weighted average cost per transaction in paragraph 4.1, commercial customers would see the weighted average cost per transaction rise by £3 to £5 per enquiry for all channels under option 2.

4.3 How this translates in terms of the impact on the individual business depends on the volume of enquiries, the average time it takes the customer to process the information and the charge the commercial customer makes for the service. There may be administrative savings for commercial customers if the on-line service is quicker than the telephone service.

4.4 Based on existing volumes, Option 1 would add an estimated £1.8m. and Option 2 would add £2.4m. to the cost of industry. These are gross figures and do not take

account of any administrative savings that the more relevant and timely information will provide.

5 Equity and Fairness

- 5.1 In following the principle that all the costs of operating the driver licence enquiry service should be met by those using the service, both options proposed are revenue neutral. In order to encourage debate and to seek views on the preferred methods of providing the services the options propose different charges for the different enquiry channels.

6 Social Exclusion Issue

- 6.1 The DVLA recognises that certain options proposed may be construed as penalising those within society that are unable to install facilities to enquire electronically. However, DVLA has carried out a pre-consultation communication exercise with motor industry bodies where this issue was discussed. Feedback during the exercise has stated that there would be little or no social exclusion issues in introducing a new fee structure.

7 Race Relations Issue

- 7.1 It is not considered that these proposals will have any race equality impact.

8 Human Rights Issue

- 8.1 We believe that these proposals will not have any impact on human rights.

9 Small Firms Impact Test

- 9.1 One of the options proposed may cause a risk to smaller businesses that may not have facilities to enquire on-line. This would result in the customer having to use alternative channels and therefore pay the relevant fee to use that service
- 9.2 DVLA has carried out a pre-consultation communication exercise with Motor Industry Bodies where the impact on small businesses was discussed. Feedback from this stated that an adverse impact on small businesses of introducing a new fee structure would be unlikely or extremely low.
- 9.3 Additionally DVLA will be directly consulting the Federation of Small Businesses and the 100 organisations who currently make the most enquiries along with other interested parties as part of its consultation exercise. All consultees can be found at Annex E.

10 Competition Assessment

- 10.1 The fee re-structuring will affect all customers (in UK or elsewhere) regardless of size, industry or whether commercial in nature, that wish to make an enquiry to check the driving entitlement and endorsement record of drivers on the driver register. As such DVLA believes there to be no impact on competition.

ANNEX B

Proposed Driver Fee Paying Enquiry Fee Structures

Option	Telephone Enquiry (paper output) and Paper Channel	Telephone Enquiry (verbal response)	On-Line Enquiry Fee
Current	£5.00	Premium Rate Telephone Line	
1	£6.00	£6.00	£4.00
2	£5.00	£5.00	£5.00

ANNEX C

Response Form

NAME

Title

ORGANISATION (if applicable)*

ADDRESS

.....

POST TOWN

POSTCODE

Email address.....

Telephone Number

***please see below**

***Organisation Details**

Organisation Purpose.....

Aims

Number of views represented by this response

How were the views gathered.....

Are you prepared to allow your response or name to be quoted or made available to the public?

Yes **No**

Proposed Fee Structure

I agree with:

Option 1

Option 2

None of the proposed fee structures

ANNEX D

Consultation Criteria

This consultation document aims to comply in all respects with the criteria contained in ‘Code of Practice on Written Consultations’ issued by the Cabinet Office, set out below. If you consider that this has not been achieved, please write setting out the areas where you feel the document departs from the criteria. The address is:

Mrs Lynette Rose
Consultation Co-ordinator
DVLA
Swansea Vale 2
Sandringham Park
Swansea
SA7 0EU
FAX: 01792 765210

Consultation Criteria

- Allow sufficient time for considered responses from all interested groups. Twelve weeks should be the standard minimum period for a consultation, although there will sometimes be circumstances that require a consultation period of less than twelve weeks.
- Be clear about what the proposals are, who may be affected, what questions are being asked and the timescale for responses.
- Ensure that the consultation is clear, concise and widely accessible.
- Give feedback regarding the responses received and how the consultation process influenced the policy.
- Monitor the Department's effectiveness at consultation, including through the use of a designated consultation co-ordinator.
- Ensure that the consultation follows best practice, including carrying out a Regulatory Impact Assessment if appropriate.
- The “Code of Practice for Written Consultations” can be found on the Cabinet Office website at <http://www.cabinetoffice.gov.uk/regulation/consultation/>

ANNEX E

List of Consultees

3M
AA Foundation for Road Safety research
ADI Federation
Age Concern Cymru
Alliance of Small Firms & Self Employed People
Amateur Motor Cycle Association Ltd
Approved Driving Instructor College
Approved Driving Instructors
Approved Driving Instructors National Joint Council
Approved Driving Instructors of Scotland
Arriva London South Ltd
Association of British Chambers of Commerce
Association of British Drivers
Association of Car Enthusiasts (A.C.E.)
Association of Car Fleet Operators
Association of Chief Police Officers Scotland
Association of Disabled Professionals (ADP)
Association of Independent Road Safety Officers
Association of Industrial Road Safety Officers
Association of Loading & Elevation Equipment Manufacturers
Association of Local Bus Managers
Association of Local Governments

Association of London Authorities

Association of London Boroughs Road Safety Officers
Association of London Government
Association of National Driver Improvement Scheme Providers
Association of National MOT Testers
Association of Retired and Persons Over 50
Association of Road Transport Lawyers
Association of Transport Co-ordinating Officers
Association of Vehicle Recovery Operators
Ayrshire Transport Training Association
BMI Health Services Ltd
Bradford Transport Training
BRAKE
British Association of Removers
British Chambers of Commerce
British Deaf Association
British Historical Vehicle Club Federation
British Industrial Truck Association
British Institution of Traffic & Education Research
British Insurance and Investment Brokers Association
British Motorcyclists Federation
British Parking Association
British Retailers Consortium
British Safety Council
British School of Motoring
British Transport Police
BSI
Bus & Coach Council

Business in the Community
Cabinet Office Regulatory Impact Unit
Campaign Against Drink Driving
Campaign for Homosexual Equality
Camping and Caravanning Club
Capita Managed Services Ltd
Caravan Club
Central Scotland Roads AIU
Chairman Transport Committee
Chartered Institute of Logistics & Transport
Cherished Number Dealers Association
Citizens Advice (Scotland)
City & Guilds Institute
Civil Service Motoring Association
Civil Service Pensioners Alliance
Coach Operators Federation
Commercial Motor Magazine
Commission for Intergrated Transport
Commission for Racial Equality
Community Transport Association

Confederation of British Industry (CBI)
Confederation of British Industry (CBI)
Scotland
Confederation of British Industry (CBI)
Wales
Confederation of Passenger Transport UK
Construction Plant Hire Association
Consumer's Association

Convention of Scottish Local Authorities
Co-operative UK
Countryside Agency
Cranfield University
Credit Industry Fraud Avoidance System
Defence School of Transport
Department for Transport
Department of Culture, Media and Sport
Department of Education and Skills
Department of Health
Department for International Development
Department of Trade and Industry
Department of Work and Pensions
Direct Line Group
Disability Rights Commission
Disability Wales
Disabled Drivers Association
Disabled Drivers Motor Club
Disabled Motorists Federation
DPTAC
Drivers Action Movement
Driving Instructors Association
Driving Instructors Scottish Council
Driving Standards Agency

Eastern Traffic Area Office	Local Government Association
e-Government Unit	Local Government Information Unit
Environment Agency	London Association of Independent Businesses
Environmental Transport Association	London Cycling Campaign
Equal Opportunities Commission	London Transport
Ethnic Minority Foundation	MD Autoglass
European Secure Vehicle Alliance	Mewn Cymru
Exel Ltd	Ministry of Defence
Federation of British Historic Vehicle Clubs	Motability
Federation of Manufacturers	Motability Operations
Federation of Public Passenger Transport Employers	Motor Insurers Bureau
Federation of Small Businesses	Motor Schools Association of GB Ltd
Fleet & Leasing Association	Motor Vehicle Dismantlers Association of GB
Fleet Driver Training Association	Motor Vehicles Repairers Association
Foreign & Commonwealth Office	Motorcycle Action Group
Forum of Mobility Centres	Motorcycle UK
Forum of Private Businesses	National Alliance of Women's Organisations
Glass's Information Services Ltd	National Assembly for Wales
Green Flag Motoring Assistance	National Assembly for Wales Library
Guild of Experienced Motorists	National Association of Approved Driving Instructors
Health & Safety Commission	National Association of Citizens Advice Bureaux
Health & Safety Executive	National Association of Local Government Officers
Heavy Transport Association	National Association of Racial Equality Councils
Historic Commercial Vehicle Society	National Association of Street Clubs
HM Customs & Excise	National Association of Taxi Cab Operators
HM Treasury	National Chamber of Commerce and Industry
Home Office	National Consumer Council
House of Commons Library	National Consumer Federation
Information Commissioner	National Council for Voluntary Organisations
Inland Revenue	National Council on Inland Transport
Institute of Advanced Motorists	National Federation of Bus Users
Institute of Directors	National Federation of Self Employed Business
Institute of HGV Driving Instructors	National Guild of American Vehicle Clubs & Traders
Institute of LGV Driving Instructors	National Gypsy Council
Institute Of Management	National Outdoor Events Association
Institute of Race Relations	National Pensioners Convention
Institute of Registration Agents and Dealers (MIRAD)	National Playbus Association
Institute of Road Safety Officers	National Salvage Group Ltd
Institute of Transport Administration	National Street Rod Association
Institution of Highways & Transportation	National Taxi Association
International Powered Access Federation	Nationwide Auto Salvage Amalgamation
Isle of Man Government	Newport Transport Ltd
Joint Committee on Mobility for the Disabled	Northern Ireland Office
Keep Deaths Off Our Roads	Norwich Union
LACORS	Office of Fair Trading
Lamont Consulting	Police Federation of England and Wales
LEX Vehicle Leasing	Police Science & Technology
LIBERTY	Post Office Ltd
Lifting Equipment Engineers Association	Public and Commercial Services Union
Local Authority Road Safety Officers Association	

Public Carriage Office
 RADAR - The Royal Association for Disability and Rehabilitation
 Remploy Interwork
 Road Operators Safety Council
 Road Rescue Recovery Association
 Road Safety Council of Wales
 Road Safety Markings Association
 Road Transport Association
 Royal National Institute for Deaf People
 Royal Scottish Automobile Club(Motor Sport) Ltd
 Royal Society for the Prevention of Accidents
 Scooterist Action Group
 Scotland Office
 Scottish Accident Prevention Council
 Scottish Consumer Council
 Scottish Executive Development Dept
 Security Industry Authority
 Small Business Services
 Stonewall
 Sun Alliance
 The British Dyslexia Association (BDA)
 The British Road Federation
 The Chartered Institute of Logistics & Transport
 The Federation of British Vehicles Club
 The Transport Association
 The Vintage Motorcycle Club Ltd
 Third Age Challenge
 Trade Union Congress
 Trading Standards Institute
 Transport 2000
 Transport and General Workers Union
 Transport Association
 Transport Select Committee
 UNISON
 UNITE
 United Road Transport Union
 Vehicle Certification Agency
 Veteran Car Club of GB
 Vintage Motorcycle Club Ltd
 Wales Office
 Water Jetting Association
 Welsh Consumer Council
 Welsh Local Government Association

Industry Liaison Group

Agricultural Engineers Association (AEA)
 Association of British Insurers
 Automobile Association Motoring Trust
 British Car Auctions Ltd

British Industry Motor Trade Association
 British Vehicle Rental and Leasing Association
 British Vehicle Salvage Federation
 Department for Transport
 Finance & Leasing Association
 Fleet Audits Ltd
 Freight Transport Association
 Manheim Auctions
 Motorcycle Industry Federation Ltd
 National Farmers Union
 Retail Motor Industry Federation
 Road Haulage Association Ltd
 Scottish Motor Trade Association
 Society of Motor Manufacturers & Traders
 The Road Haulage Association Ltd
 Vehicle Builders & Repairers Association

Courts Liaison Group

Barnstaple Magistrates Court
 Courts Service HQ
 Crown Office
 Crown Prosecution Service
 Department for Constitutional Affairs
 District Courts Association
 District Judges (Magistrates Court)
 Justices' Clerks' Society
 Magistrates Association
 MCC Management & Training Centre
 Newcastle Magistrates Court
 Scottish Courts Service
 Scottish Executive
 The Districts Courts Association

MOT Trade Liaison Group

Garage Equipment Association
 Independent Garage Association
 MOT Testing Magazine
 MOTest UK Ltd
 National Tyre Distributors Assoc.
 National Tyre Service Ltd
 The MOT Club
 VOSA

Consumer Liaison Group

City and Council of Swansea
 Consumer Association
 Department of Trade and Industry

Home Office
Office of Fair Trading
RAC Foundation
RAC Motoring Services
Race Equality
Trading Standards

Police Liaison Group

Association of Chief Police Officers
Avon and Somerset Police
Derbyshire Constabulary
Durham Constabulary
Home Office
Justice Dept, Police Division
Lancashire Constabulary HQ
Metropolitan Police CO SO
National Criminal Intelligence Service
Norfolk Constabulary
Police Information Technology Organisation
Road Policing, Mobile Support Division
South Wales Police HQ
Staffordshire Police
Strathclyde Police
Tayside Police

Other Interested Parties

Marsh Finance
Fleet Support Group
ISS UK
Sefton Council
Nottingham City Council
GMAC Finance
GE Money
Adrian Flux
Avis
PHS Group
Licence Bureau
Norwich Union
Derbyshire County Council
Drivercheck Ltd
Aylesbury Vale District Council
GB Group PLC
1 Link Operational Products (epyx Ltd)
Nexus Business Solutions PLC
Generation Funding Ltd

Key Customers

Initial City Link Ltd Head Office
3663 Fleet Support Centre
A T C Driver Training
Absolute Customer Management Ltd
Advantage Finance Ltd
Airlinks
Allday Recruitment
Approved Car Finance
Aylesbury Vale District Council
Bath & N.E. Somerset Co
Bmw Financial Services GB Ltd
Borough of Basingstoke & Dean
Bournemouth Borough Council
Brentwood Borough Council
Brighton & Hove Bus & Coach Co
British Credit Trust
Brownsword PLC
C M A Loss Adjusters
Cardiff City Transport
Career Check
Charnwood Borough Council
Close Consumer Finance
Clyde Data Systems Ltd
Cunningham Lindsey
Derwentside District Council
Direct Auto Finance Ltd
Drive Tech (UK) Ltd
Enterprise Rent A Car
Erewash Borough Council
Ferraris Piston Services
Fiat Auto Financial Services
Fleet Support Group
Fortis Lease UK Ltd
Gedling Borough Council
Hastings Borough Council
Heidelberg Graphic Equipment Ltd
Highway Insurance
Hoyer UK Ltd
Knowsley Metro Borough Council
Kroll Personnel Risk Management
Mallard Leasing Ltd
Marsh Corporate Services Ltd
Murphy Ltd
Network Claims Ltd
Newport City Council
Nissan Finance GB Ltd
Nottingham City Council
On Line Finance Ltd

Oxford City Council
Paragon Car Finance
PHS Group Ltd
Private and Commercial Finance
Provident Insurance PLC
R G Investigations UK Ltd
Reg Vardy PLC
Response Finance Ltd
Rhondda Cynon Taff Council
Robertson & Co
Rotherham Borough Council
Rushcliffe Borough Council
Scottish Power UK PLC
Sefton Council
Shearings Ltd
South Cambridgeshire District Council
South Gloucestershire Council
South Oxfordshire Council
Speedy Hire Centre
Speedy Hire Centres(Northern) Ltd
Speedy Lifting
Stoneacre Car Supermarket
Streamline Services Consultancy Ltd
Suckling Transport Ltd
Team Support PLC
Test Valley Borough Council
The Funding Corporation Ltd
Tradewise Insurance Services Ltd
Tyco Healthcare
Walsall Borough Council
Wyre Borough Council