

To support you, please find below some general guidance on what you will need to do:

Background

A personalised registration number will not enhance the value of the vehicle as Insurers do not hold any interest in this. If the vehicle meets the DVLA Eligibility criteria the registered keeper of the vehicle will be entitled to transfer or retain this in the following circumstances:

- If the vehicle is considered a total loss by insurer's following an incident
- If the vehicle is stolen and recovered; on condition that the theft was reported to the police and that the vehicle had been taxed (or been tax exempt) and had a valid MOT at the time of the theft (if applicable).
- If the vehicle is stolen but not recovered.

Transferring a personalised registration number:

The registered keeper of a vehicle can apply to transfer the personalised registration number directly to another vehicle. (See **Important Notes: 4.**)

There is a fee applicable for this.

Retaining a personalised registration number:

The registered keeper of a vehicle can apply to remove a personalised registration number from the vehicle and hold it in their name or someone else's name on a retention document / Certificate (V778). (See **Important Notes: 3. & 4.**)

There is a fee applicable for this.

How to Apply to DVLA:

The registered keeper can either apply online at

<https://www.gov.uk/keep-registration-number>

or by post by completing an

['Application to transfer or retain a vehicle registration number'](#) (V317)

How we can help:

Please advise your dedicated HHIB Claims Handler as soon as possible if you intend to transfer or retain a personalised registration number; we will then secure a letter from insurers to confirm that they have no interest in the personalised registration number and that they have no objections to the registered keeper transferring or retaining it. In the instance of a total loss, we will also secure a copy of Insurers' Engineers' Report, which will confirm the vehicle details.

Once we have provided this information, the registered keeper will then need to contact the DVLA directly to arrange to transfer or retention of the personalised registration number as detailed above. The DVLA will allocate a replacement registration number to the stolen or total loss vehicle and provide a replacement V5C (logbook) to show the replacement registration number.

We must be informed of this replacement registration number and be provided with the original replacement V5C (logbook) once received, so that we can forward this onto insurers to facilitate settlement of your claim (See **Important Notes: 1. & 2.**)

Important Notes:

1. When a vehicle is transferred to Insurers or their agents and Insurers have settled the claim, they assume full the legal rights to the vehicle, which automatically includes its current registration number. After the vehicle transfer, they can sell on the vehicle for salvage with the current registration number. If a personalised registration number has not been transferred or retained, **the registered keeper will have lost all legal rights to it.**
2. Insurers will be unable to complete the transfer of the vehicle to themselves and / or their agents until they have been supplied with the original replacement V5C (logbook) and therefore please be aware that settlement of the claim will be postponed until this time. The registered keeper should approach the DVLA at the earliest opportunity once in receipt of insurers' letter of no interest.
3. A personalised registration number can be held on retention for as long as needed, however the Certificate once issued will have an expiry date (up to 10 years) and this must be renewed every 10 years to maintain the right to use the personalised registration number if it is not being used on a vehicle. Please be aware that the right to use a retained personalised registration number will be lost if this is not renewed before the expiry date of the retention document (V778). DVLA will not accept applications made after that date. A valid V778 will be needed when assigning the retained personalised registration number to a vehicle again.
4. If you are transferring or retaining the personalised registration number you must not sell, transfer, or dispose of the vehicle until the registered keeper has receive a replacement V5C (logbook).