

# Application for refunding out-of-pocket expenses

We always aim to keep test appointments, but sometimes we have to cancel a test at **short notice**. (**Short notice means fewer than three clear working days.**) Working days now include Saturdays. If we cancel your test, we will try to book your next test within three weeks.

We will **either** refund the test fee **or** arrange another test, at no further cost to you, in the following circumstances,

- If **we** cancelled your test.
- If **you** cancelled your test and gave us at least **three** clear working days' notice.
- If **you** cancelled your test at short notice for medical reasons (we need to see a letter or certificate from your doctor). This must cover the date of your test or a period including your test date.
- If you keep your test appointment but the test does not take place or was not finished for a reason that was not your fault or the fault of the vehicle in which you were taking your test.

We will also refund certain expenses that you had to **pay on the day** of the test if we cancelled your test at short notice, unless it was because of **bad weather** or **poor light**. We **do** consider reasonable claims for:

- the cost of travelling to and from the test centre if you were taking a **theory test**;
- any standard pay or earnings you lost through taking **unpaid leave** (usually half a day on the day of the test), after tax and National Insurance but not including overtime or commission payments;
- if you were taking a **practical test**, a set rate per mile if you have used your own vehicle to travel to and from the test centre, based on reasonable distance travelled except in the case of any lorry or bus tests not taken at a DSA site; or
- vehicle hire costs for the **practical test** if you did not use your own vehicle.  
Costs are usually based on your instructor's or trainer's standard hourly lesson rate, rather than a flat rate your instructor or trainer charges for using the vehicle on the day of the test.

We **do not** pay the cost of driving lessons, any training course that you arranged before a particular test appointment or extra lessons that you decide to take while waiting for your rearranged test.

Under the Data Protection Act (1998), we need to get your written permission to allow us to contact your employer, your approved driving instructor or trainer if we need more information about your claim.

For more information, you can get our booklet **Customer Service – a guide to our service standards** from all our offices. Or, see our website at [www.direct.gov.uk/drivingtest](http://www.direct.gov.uk/drivingtest).

**Please tear off and keep these instructions.**



# Applying for a refund of expenses

## Notes

- Box 1** Fill in your personal details and the details of your cancelled test.  
Say whether or not we can leave a message about your test with someone else by circling Yes or No as appropriate.
- Box 2** If you were taking a practical test, ask your instructor or trainer to fill in box 2 or send in a signed receipt to confirm vehicle-hire charges.
- Box 3** Fill in all the relevant details of your claim as shown below.
- a** Enclose receipts for travel costs you paid on the day of the test for travel to and from the theory test centre.
- b** Enclose receipts for travel costs you paid on the day of the test for travel to and from the practical test centre.
- c** A letter from your employer, on headed paper confirming you took unpaid leave and showing your lost earnings (not including income tax and National Insurance contributions), normally for half a day only, on the date of your test.
- d** Other expenses that you had to pay on the day.  
Please enclose receipts to support your claim, showing your name, the amount charged and the period covered.  
Say who you would like the refund made payable to by ticking the appropriate box.  
Fill in details of the person who you want to receive the payment (if this is not you).
- Box 4** Tick this box if it applies, then sign and date the declaration.

## Important

**Please make sure that you fill in your claim correctly and sign it. If not, we will return it to you without processing it.**

**We need receipts and documents for audit purposes.  
If you do not provide these, it will affect your claim.**

**Please make sure you make a claim within six months of the date of your cancelled test, otherwise we may not pay it.**

## Contact details

Please send your claim and any supporting documents we need to the appropriate address below.

**For all theory tests:** Driving Standards Agency Phone: 0300 200 1188  
Customer Service Department  
PO Box 381  
Salford, Manchester  
M50 3UW

**For all practical tests:** Driving Standards Agency Phone: 0300 200 1122  
PO Box 280  
Newcastle-upon-Tyne  
NE99 1FP

# Claim form

## Your details

**Box 1**

Full name:.....

*Please fill in at least two of the three details marked with an (\*) below.*

Address and postcode:  
.....  
.....  
.....

\* Driver number: 

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\* Theory test certificate number: 

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\* Application reference number: 

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Daytime phone number:.....

Test centre:.....

Can we leave a message with someone else? Yes No

Test date: ..... / ..... / ..... Test time: .....

Date of cancellation notice: ..... / ..... / .....

## Instructor confirmation of hourly rate (for practical tests only)

**Box 2**

Please ask your instructor or trainer to fill in this section or send us a receipt - see the notes for box 2

I confirm that the candidate named in box 1 paid: £ 

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I confirm that my standard hourly rate for instruction is: £ 

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Instructor's signature: ..... Instructor number: .....

Daytime phone number: .....

## Claim details

**Box 3**

Please tick the items that you are claiming for and enter the amounts in the box below.

I want to claim the following amount and have provided supporting evidence (see the notes for box 3 over the page).

Theory test - travel arrangements.	See note a	<input type="checkbox"/>	£	:	
Practical test - travel arrangements.	See note b	<input type="checkbox"/>	£	:	
Loss of earnings.	See note c	<input type="checkbox"/>	£	:	
Other.	See note d	<input type="checkbox"/>	£	:	
<b>Total claim:</b>			£	:	

Please refund my expenses to: Me  Other  fill in the 'other' person's details below.

Please make my cheque payable to (print full name):.....

Address:.....Postcode:.....

## Candidate declaration

**Box 4**

I agree that you can contact anyone named on this form to check my claim.

I agree that all of the information provided is correct. My test was cancelled by the Driving Standards Agency at short notice and I want to claim the amount shown. I understand that filling in this form does not guarantee that I will receive a refund.

Your signature:.....

Date: ..... / ..... / .....

## For official use only

Reference number:..... Category:.....

Cancellation reason:..... Amount recommended for payment: £.....

Certified by:..... Name:..... Grade:..... Date: ..... / ..... / .....

Authorised by:..... Name:..... Grade:..... Date: ..... / ..... / .....

Payment made:..... Name:..... Grade:..... Date: ..... / ..... / .....

# Checklist

## How to claim out-of-pocket expenses

**Follow all of the steps below before you post us your claim details.**

**Please check the following.**

You have read the 'Refunding out-of-pocket expenses' notes (attached) carefully

You are eligible for compensation

You have filled in all of your details in box 1

Your approved driving instructor has filled in and signed all parts of box 2

You have filled in all relevant parts of box 3, enclosing all the supporting documents we need

You have said who you want the payment to be made to in box 3, and included a name and address if this is not you

You have read, ticked and signed box 4

You have chosen the correct address to send your claim form to (see the contact details attached)

You have enclosed all supporting documents so we can process your claim

You have torn off and kept the 'Application for refunding out-of-pocket expenses' page (attached) for your records

We may need to contact you or any relevant person named on this form, if you have given us the authorisation to do this (see box 4).

**If you do not give us the authorisation we need, this may delay or affect your claim.**