

New DVLA online log book service hits one million transaction milestone

Home movers have racked up more than a million transactions in under a year on DVLA's new [online service to change an address on a V5C log book](#).

Since its launch in June 2020 the service has proven extremely popular, with over 60% of motorists needing to tell DVLA about a change of address choosing to use the online service instead of through the post.

This new online service slashes the amount of time it takes to receive a new log book from up to 6 weeks to around 5 days, with motorists able to update their address details in minutes.

This milestone comes as DVLA launches a new digital campaign to promote its online services. These include renewing a driving licence, changing an address, ordering a replacement V5C log book, or telling DVLA you've bought or sold a vehicle.

The campaign is aimed at motorists and highlights DVLA's online services on GOV.UK. These will always be the quickest, simplest and in many cases the cheapest way to deal with DVLA.

Over 92% of those who have used the agency's online services said they were easy, or very easy to use, while 98% said they would use them again in the future, a recent DVLA survey revealed.

DVLA Chief Executive Julie Lennard said:

We are delighted that the new Change of Address for a V5C log book online service has proven so popular with motorists, less than a year after launching.

We want our customers to be able to deal with us in the way that suits them, and our online services are designed to be flexible and easy to use.

Our new campaign seeks to highlight the benefits of using DVLA's online services on GOV.UK which are always the quickest and easiest way to deal with DVLA. By choosing to transact with us online you can make an application with us in just minutes, without the need to send a form in the post.

Motorists can find out more about DVLA's range of online services by [visiting the driving home page](#).

Notes to editors:

It is a legal requirement to tell DVLA when you change your address, and customers must update both their V5C log book and driving licence. You can do both via [the online service on GOV.UK](#), free of charge.

The one millionth transaction for the online change of address service was reached in March 2021.

DVLA's online services have continued to work as normal throughout the coronavirus pandemic. [For more information on DVLA's online services visit GOV.UK](#).