



# Change of Customer Details (Individual)

Adult Proof of Age Card Act 2008; Tow Truck Act 1973; Transport Operations (Marine Safety) Act 1994; Transport Operations (Passenger Transport) Act 1994; Transport Operations (Road Use Management) Act 1995; Transport Planning and Coordination Act 1994

Please use this form to change your name or address, or any other personal details you have given to the Department of Transport and Main Roads. These changes will be recorded against all relevant products you hold (for example, driver licence, industry authority, marine licence and vehicle registration).

If you are transferring the registration of your vehicle, you must use the *Transfer of Vehicle Registration Application* (form F3520). If you are transferring a recreational ship registration, you must use the *Recreational Ship Registration Transfer Application* (form F3521).

### Evidence of Identity (EOI) Requirements

You must give evidence of your identity. You may do so by showing your Queensland (Qld) driver licence, industry authority, marine licence indicator (conditions apply), or adult proof of age card. All cards must be current or expired by less than two years. If you are unable to do this, you will need to present three other acceptable EOI documents and evidence of your Qld residential address.

If you have changed your name or the details of your name are different on the documents provided, you must show a change of name document from the relevant Australian Register of Births, Deaths and Marriages (BDM).

For a full list of acceptable EOI, evidence of residential address and change of name documents, please refer to the *Evidence of Identity Requirements for Individuals* (form F4362) or visit [www.qld.gov.au](http://www.qld.gov.au).

## Section A - Customer Details

### 1. Personal details (as currently recorded)

Family name

Given name/s

Gender:

Male (M)  Female (F)

Residential address

  

Postal address (if same as residential, write 'as above')

  

Email address

Daytime contact phone number

Date of birth

 /  / 

Town and country of birth

### 2. Can you show your Qld driver licence, industry authority, marine licence indicator or APA card?

Yes  Licence/authority/reference number

No  You are required to show three EOI documents and one evidence of residential address document. Please provide details of your documents.

### Category A (please print)

Document type (for example Qld BDM birth certificate)	Document number (for example X0100011)
<input type="text"/>	<input type="text"/>

### Category B (please print)

Document type (for example Medicare card)	Expiry date (if applicable)
<input type="text"/>	/ / <input type="text"/>

### Category A or B (please print)

Document type	Document number or expiry date (do not give credit/debit card number)
<input type="text"/>	<input type="text"/>

### Evidence of Qld residential address (please print)

Document type (for example telephone account)	Issue date (for example 10/06/2015)
<input type="text"/>	<input type="text"/>

### 3. Have you changed your name?

No  Go to question 4

Yes  You are required to show a change of name document. Please provide details of your documents.

New family name

New given name/s

### Change of name

Document type (for example Qld BDM issued Marriage Certificate)	Document number (for example 01000)	Registration year (for example 2001)
<input type="text"/>	<input type="text"/>	<input type="text"/>

### 4. Have you changed your address?

No  Go to question 5

Yes  New residential address

  

New postal address (if same as above, write 'as above')

  

New garaging address for vehicle

  

### 5. Have you changed any other personal details?

No  Yes  Provide details

### 6. Products to be changed

Driver licence (complete Section B)

Driver licence with marine licence indicator (complete Section B and D)

Industry Authority (complete Section C)

Marine licence indicator (complete Section D)

Adult Proof of Age Card (go straight to Applicant's Declaration)

Vehicle registration  Plate number/s

Ship registration  Registration number/s

Other authorised product (complete Section E)

## Section B - Driver Licence

7. Are you currently disqualified from holding or obtaining a driver licence by order of an Australian or overseas court?

No  Yes  Give details below.

State/Territory/Country  Length of disqualification

8. Have you recently completed a period of disqualification?

No  Yes  Give details below.

State/Territory/Country  Length of disqualification

9. Has your driver licence been cancelled for any other reason?

No  Yes  Give details below.

Reason for cancellation

State/Territory/Country  Length of disqualification

10. Is your driver licence currently suspended for any of the following reasons?

Speeding offence No  Yes   
Accumulation of demerit points No  Yes   
Unpaid fines No  Yes   
Any other reasons No  Yes

Give details below.

State/Territory/Country  Length of suspension

## Section C - Industry Authority

11. Are you currently disqualified from holding or obtaining a driver licence by order of an Australian or overseas court?

No  Yes  Give details below.

State/Territory/Country  Length of disqualification

12. Have you recently completed a period of disqualification?

No  Yes  Give details below.

State/Territory/Country  Length of disqualification

13. Has your industry authority been cancelled for any other reason?

No  Yes  Give details below.

Reason for cancellation

State/Territory/Country  Length of disqualification

14. Is your industry authority currently suspended for any of the following reasons?

Speeding offence No  Yes   
Accumulation of demerit points No  Yes   
Unpaid fines No  Yes   
Any other reasons No  Yes

Give details below.

State/Territory/Country  Length of suspension

## Section D - Marine Licence

15. Are you currently disqualified from holding or obtaining a marine licence by order of a Qld court?

No  Yes  Give details below.

State/Territory/Country  Length of disqualification

## Section E - Other Authorised Product

16. Do you require a digital photo and digitised signature to apply for another agency's product (e.g. a high risk work licence)?

No  Yes  Give details below.

Product name

### Applicant's declaration

Sign only in the presence of an authorised person.

I declare that I have read all the answers I have given to the questions in this application and that the answers given by me are complete, true and correct in every detail. I understand that if I have stated anything in this application that is false or misleading, the document granted to me as a result of this application will be absolutely void and have no legal effect whatsoever. I understand that I may be prosecuted for giving or stating any false or misleading information or documents. I consent to the department taking, keeping and using my information, documents, digital photo and digitised signature for the purposes associated with my driver licence, industry authority, marine licence indicator and adult proof of age card, or to issue a product on behalf of an authorised agency, as required under the relevant transport Acts and the *Adult Proof of Age Card Act* or otherwise authorised by law. I consent to the department verifying my EOI documents or information provided by me with the issuing authority or their agencies.

Applicant's signature

Date

If you have changed your name, please record your new signature.

Applicant's new signature

Date

It is an offence under the relevant transport Acts and the *Adult Proof of Age Card Act* to state anything or give a document to an authorised person if you know it contains false or misleading information. Penalties apply.

**Privacy Statement:** The department collects this information under the provisions of the Acts nominated on this form to manage the Qld driver licence, industry authority, marine licence, adult proof of age, vehicle and vessel registers or to issue a product on behalf of an authorised agency. The department may disclose this information and your digital photo to the Queensland Police Service. Information about a driver licence may be disclosed to interstate and foreign driver licensing authorities. Information about an adult proof of age card, pilot or escort vehicle driver accreditation, driver or rider trainer accreditation, traffic controller accreditation, dangerous goods vehicle driver licence, or marine licence may be disclosed to interstate authorities that issue the relevant card, accreditation or licence. The department's card production contractor will have controlled access to your information, digitised signature and digital photo to make your card. Information about your vehicle and vessel registration may be disclosed to interstate vehicle and vessel registration authorities. Information, including your digital photo or digitised signature, may be disclosed to an authorised agency if the information is connected to an application for its product. Your information will not be disclosed to any other third party without your consent, unless required or authorised by law.

### Office Use Only

#### Authorising person's checklist

Applicant's details confirmed  in TRAILS/TICA  
Application approved   
Applicant's EOI confirmed   
1:1 match performed   
Application not approved

Comment

### Authorising person's declaration

I declare that I witnessed the applicant's signature. I am satisfied the signature accords satisfactorily with the signature appearing on the EOI documents, if applicable. I also declare that I sighted the EOI, evidence of Qld residency, and change of name documents as required.

Authorising person's name

Authorising person's signature

Date

### Office Stamp