

FACT SHEET: How to change a New South Wales Driver Licence Number

Transport for New South Wales will consider changing a driver licence number if there is evidence the current licence has been misused or is at risk of being misused.

If you do not wish to apply for a new driver licence number, or your application is unsuccessful, you may wish to instead replace your licence. A replacement licence will have the same driver licence number, but a new card number. Where organisations accept only licences where both the driver licence number and card number match the issuer's records, replacing your driver licence will reduce the risk of misuse.

Please note that changes to your driver licence details may take time to be updated across all systems.

Steps to take to change a New South Wales driver licence number

- Obtain either:
 - a NSW Police report (AUD\$30) by calling 131 444 to report non-cyber identity theft crimes, or
 - a [ReportCyber](#) Receipt (CIRS) number for cyber identity theft crimes.
- Complete a [Replacement Driver Licence/Customer Number Application form](#).
- As part of the application form, you will need to explain why you believe your current licence number has been misused or is at risk of being misused.
- Attach any supporting evidence relating to your application, such as a copy of a data breach notification.
- Attend a Service NSW centre to lodge your application and [provide proof of identity](#). Please note that you cannot use Transport for NSW issued photo cards for proof of identity. You can find more information about accepted proof of identity documents at [Transport for NSW](#) or call 13 22 13.
- If successful in your application, you will be required to attend a Service Centre to apply for a replacement card.
- If you also hold a [NSW digital licence](#), this will automatically be updated with your new details.

Important contact information

Transport for New South Wales

- Call 13 23 13
- Find your nearest [Service NSW centre](#)
- Information about [NSW digital driver licences](#)

NSW Police

- For non emergencies call 131 444
- Find you nearest [NSW Police Station](#)

ReportCyber

- If your licence was exposed or misused online, go to [ReportCyber](#) to obtain a receipt number.

For additional support or information, contact IDCARE by submitting a [Get Help Form](#) or call 1800 595 160 (Aus) or 0800 121 068 (NZ).

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