

# Driver Licensing Guide

Driver Transcripts  
DLG-2401

**Original Date:** 06/01/1998

**Revision Date:** 07/10/2023

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POLICY	
<b>Title:</b> Driver Transcripts	
<b>Effective Date:</b> June 1, 1998	<b>Revision Date:</b> April 10, 2020
<b>Authority:</b> Code of Virginia §§ <a href="#">46.2-208</a> <<<<<REVISION(B-2, B-3, B-4, B-6, B-7, B-9a, B-9b, B-10, B-11, B-12,; § <a href="#">46.2-214</a> END REVISION>>>>> § <a href="#">46.2-340</a> ; §§ <a href="#">46.2-360</a> , <a href="#">46.2-361</a> ; DMV Policy; The Fair Credit Reporting Act	
<b>Policy:</b> <<<<<REVISION All records containing personal information, driver information, identification card information, and vehicle information are considered privileged records. The information shall only be released when the person requesting the information is the subject of the information or any of the following authorized representatives of the subject of the information: <ul style="list-style-type: none"><li>• Parents of a minor who is the subject of the information</li><li>• Legal guardians of the subject of the information     <b>END REVISION&gt;&gt;&gt;&gt;&gt;</b></li><li>• Insurance companies and agents or other representatives</li><li>• Current or Prospective employers</li><li>• Branches of the military</li><li>• Schools</li><li>• Volunteer fire or emergency medical services agencies**</li><li>• Volunteer organizations**</li><li>• Federal, State, or Local governmental entities (law enforcement officers, courts, or Attorneys for the Commonwealth, Court-appointed attorneys, Court-appointed special advocates)**</li><li>• Attorneys who represent the subject of the information</li><li>• Businesses</li></ul> Requests may be made online, in writing or orally in person, or orally by telephone, provided that the Department is satisfied that there is adequate verification of the requester's identity. <b>**The requester may be eligible for a reduced fee or a no fee transcript.</b>	
<b>Exception:</b> N/A	

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<b>REQUIREMENTS: PERSONAL USE TRANSCRIPT</b> § <a href="#">46.2-208</a> (B-2) (Transcript Code – PU)		
<b>Transcript Type</b>	<b>11 year record requested by individuals for personal use</b>	
<b>Requester</b>	<b>Subject of the Information</b>	<b>Parent or Guardian<sup>1</sup> OR Authorized Representative<sup>2</sup></b>
<b>Application</b>	Information Request, <a href="#">CRD 93</a> <sup>3</sup>	Information Request, <a href="#">CRD 93</a> or Letter of authorization <sup>1,2</sup>
<b>Proof of Identification</b>	Driver's License or Other photo ID (refer to <a href="#">DLG-0201</a> )	Driver's License or Other photo ID (refer to <a href="#">DLG-0201</a> )
<b>Transcript Fee</b>	<b>YES</b> (refer to <a href="#">DMV 201</a> , Customer Records Section)	<b>YES</b> (refer to <a href="#">DMV 201</a> , Customer Records Section)
<b>How to Request a Transcript</b>	<ul style="list-style-type: none"> <li>• Online at <a href="#">dmvnow.com</a></li> <li>• By Calling DMV Contact Center<sup>4</sup></li> <li>• In Person at any CSC<sup>3</sup></li> <li>• By Mail to DMV <a href="#">Customer Records Work Center</a></li> </ul>	<ul style="list-style-type: none"> <li>• By Calling DMV Contact Center <sup>4</sup></li> <li>• In Person at any CSC</li> <li>• By Mail to DMV <a href="#">Customer Records Work Center</a></li> </ul>
<b>NOTES</b>		
1. Legal guardians are not required to provide signed written authorization from the subject of the information, and parents of a minor under the age of 18 are not required to provide signed written authorization from the subject of the information.  <b>NOTE:</b> Parents of a child over the age of 18 may only obtain information with signed written authorization from the subject of the information.		
2. An authorized representative must present the proper identification required with the signed, written authorization from the person whose record is being requested.		
3. Customers, who are the subject of the information, may request their transcript orally in person at a CSC.		
4. Customers may request their transcript by telephone with adequate verification of the requester's identity.		

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<b>REQUIREMENTS: INSURANCE TRANSCRIPT</b> § 46.2-208(B-3) (Transcript Code – IN)		
<b>Transcript Type</b>	<b>5 Year Record Requested to be used to obtain Insurance</b>	
<b>Requester</b>	<b>Subject of the Information</b>	<b>Parent or Guardian<sup>1</sup> OR Authorized Representative<sup>2</sup></b>
<b>Application<sup>3</sup></b>	Information Request, <a href="#">CRD 93</a>	Information Request, <a href="#">CRD 93</a> or Letter of authorization <sup>4</sup>
<b>Proof of Identification</b>	Driver's License or Other photo ID (refer to <a href="#">DLG-0201</a> )	Driver's License or Other photo ID (refer to <a href="#">DLG-0201</a> ) and Proof of Affiliation <sup>2</sup>
<b>Transcript Fee<sup>5</sup></b>	<b>YES</b> (refer to <a href="#">DMV 201</a> , Customer Records Section)	<b>YES</b> (refer to <a href="#">DMV 201</a> , Customer Records Section)
<b>How to Request a Transcript</b>	<ul style="list-style-type: none"> <li>Online at <a href="#">dmvnow.com</a></li> <li>By Calling DMV Contact Center<sup>5</sup></li> <li>In Person at any CSC</li> <li>By Mail to DMV <a href="#">Customer Records Work Center</a></li> </ul>	<ul style="list-style-type: none"> <li>In Person at any CSC</li> <li>By Calling DMV Contact Center<sup>6</sup></li> <li>In Person at any CSC</li> <li>By Mail to DMV <a href="#">Customer Records Work Center</a></li> <li><a href="#">Information Use Agreements</a><sup>7</sup></li> </ul>
<b>NOTES</b>		
1. Legal guardians are not required to provide signed written authorization from the subject of the information, and parents of a minor under the age of 18 are not required to provide signed written authorization from the subject of the information.  <b>NOTE:</b> Parents of a child over the age of 18 may only obtain information with signed written authorization from the subject of the information.		
2. Insurance companies or their agents can request a copy of their insured's or their prospective insured's driving record. The agent must provide proof of affiliation with the insurance company. (A business card)		
3. All requests for insurance transcripts MUST be <b>written</b> .		
4. A letter of authorization or <a href="#">CRD 93</a> , if provided, must have the full name, date of birth, social security (or DMV Customer) number and address of the subject, reason for request, signature of the subject of the information, requester signature and date.		
5. If an insurance company denies coverage, terminates coverage, or increases rates as a result of information provided by DMV, DMV will provide the customer a driving record for NO FEE. <ul style="list-style-type: none"> <li>The customer must provide proof that the denial decision was based on information that was provided by DMV within 60 days of the insurance company's decision.</li> </ul>		
6. Customers must verify their record in order to process a transcript by calling the DMV Contact Center.		
7. Insurance companies must have an active Information Use Agreement on file with DMV.		

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**REQUIREMENTS: EMPLOYMENT/SCHOOL/MILITARY TRANSCRIPT**§ [46.2-208](#) (B-9a,b, B-10, B-11, B-12)

(Transcript Code – EM)

Transcript Type	7 Year Record Requested when applying to or currently employed to operate a vehicle during employment or in the military	
Requester	Subject of the Information	Parent or Guardian <sup>1</sup> OR Authorized Representative <sup>2,3</sup>
Application	Information Request, <a href="#">CRD 93</a>	Information Request, <a href="#">CRD 93</a> or Signed, Written Authorization
Proof of Identification	Driver's License other photo ID (refer to <a href="#">DLG-0201</a> )	Driver's License or Other photo ID (refer to <a href="#">DLG-0201</a> ) and Proof of Affiliation <sup>4</sup>
Transcript Fee <sup>5,6</sup>	<b>YES</b> (refer to <a href="#">DMV 201</a> , Customer Records Section)	<b>YES</b> (refer to <a href="#">DMV 201</a> , Customer Records Section)
How to Request a Transcript	<ul style="list-style-type: none"> <li>Online at <a href="#">dmvnow.com</a></li> <li>In Person at any CSC</li> <li>By Mail to DMV <a href="#">Customer Records Work Center</a></li> </ul>	<ul style="list-style-type: none"> <li>In Person at any CSC</li> <li>By Mail to DMV <a href="#">Customer Records Work Center</a></li> <li><a href="#">Information Use Agreements</a><sup>7</sup></li> </ul>
NOTES		
<p>1. Legal guardians are not required to provide signed written authorization from the subject of the information, and parents of a minor under the age of 18 are not required to provide signed written authorization from the subject of the information.</p> <p><b>NOTE:</b> Parents of a child over the age of 18 may only obtain information with signed written authorization from the subject of the information.</p>		
<p>2. A letter of authorization, written request or <a href="#">CRD 93</a>, if provided, must have the full name, date of birth, social security (or DMV Customer) number and address of the subject, reason for request, signature of the subject of the information, requester signature and date.</p> <ul style="list-style-type: none"> <li>If the request is from the employer or prospective employer and the employee holds a valid CDL, the employee's signature/authorization is not required.</li> </ul>		
<p>3. Any one of the following may obtain a driving record for an individual with signed, written consent:</p> <ul style="list-style-type: none"> <li>Current or Prospective employer</li> <li>Branch of the military</li> <li>School</li> <li>Volunteer Fire company or emergency medical services agency</li> <li>Court-appointment special advocate program</li> <li>Any one of the Volunteer Organization listed below:</li> <li>Virginia affiliate of Big Brothers/Big Sisters of America</li> <li>Virginia affiliate of Compeer</li> <li>A volunteer vehicle operator with a Virginia chapter of the American Red Cross</li> <li>A volunteer vehicle operator with a Virginia chapter of the Civil Air Patrol</li> <li>A volunteer vehicle operator with Faith in Action.</li> </ul>		
<p>4. The requester must provide proof of affiliation with the company, branch of military, school, government agency, or volunteer organization such as a business card. Law Enforcement Officer's may provide a badge.</p>		

**REQUIREMENTS: EMPLOYMENT/SCHOOL/MILITARY TRANSCRIPT**

§ [46.2-208](#) (B-9a,b, B-10, B-11, B-12)

**(Transcript Code – EM)**

5. This transcript type is issued at NO FEE if requested by:

- Any federal, state, or local governmental entities, including:

- Law Enforcement
- Attorney for the Commonwealth
- An official of any federal or state court
- Local government group self- insurance pool
- Volunteer fire company or emergency medical services agency

**NOTE:** Written evidence that the fire company/emergency medical services agency needs the transcript to establish the qualifications of the individual to operate their fire/rescue equipment is also required.

- Court-appointed special advocate program

**NOTE:** Written evidence that the person has applied to be a volunteer with a court-appointed special advocate program.

6. This transcript type is issued for a reduced fee if the individual has applied to be a volunteer with, or is a member of, one of the following organizations that have an active Information Use Agreement on file with DMV:

- Virginia affiliate of Big Brothers/Big Sisters of America
- Virginia affiliate of Compeer
- A volunteer vehicle operator with a Virginia chapter of the American Red Cross
- A volunteer vehicle operator with a Virginia chapter of the Civil Air Patrol
- A volunteer vehicle operator with Faith in Action

**IMPORTANT:** Written evidence that the person is an applicant (or member) of the organization and is requesting the transcript on the organization's behalf is required.

7. Companies and organizations must have an active Information Use Agreement on file with DMV.

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<b>REQUIREMENTS: SCHOOL BUS TRANSCRIPT</b> §§ <a href="#">46.2-208</a> (B-7, B-9b), <a href="#">46.2-340</a> (Transcript Code – SB)		
<b>Transcript Type</b>	<b>7 Year Record Requested when applying to or currently employed to operate a school bus during employment</b>	
<b>Requester</b>	<b>Subject of the Information</b>	<b>Parent or Guardian<sup>1</sup> OR Authorized Representative<sup>1</sup></b>
<b>Application</b>	Information Request, <a href="#">CRD 93</a>	Information Request, <a href="#">CRD 93</a> or Signed, Written Authorization <sup>1</sup>
<b>Proof of Identification</b>	Driver's License other photo ID (refer to <a href="#">DLG-0201</a> )	Driver's License or Other photo ID (refer to <a href="#">DLG-0201</a> ) and Proof of Affiliation <sup>1</sup>
<b>Transcript Fee<sup>2</sup></b>	<b>NO FEE</b>	<b>NO FEE</b>
<b>How to Request a Transcript</b>	<ul style="list-style-type: none"> <li>Online at <a href="#">dmvnow.com</a></li> <li>In Person at any CSC</li> <li>By Mail to DMV <a href="#">Customer Records Work Center</a></li> </ul>	<ul style="list-style-type: none"> <li>In Person at any CSC</li> <li>By Mail to DMV <a href="#">Customer Records Work Center</a></li> <li><a href="#">Information Use Agreements</a><sup>3</sup></li> </ul>
<b>NOTES</b>		
1. The following requesters must provide signed, written authorization from the person whose record is being requested: <ul style="list-style-type: none"> <li>Parents for persons 18 years of age or older</li> <li>Employers (Current and Prospective)</li> <li>Federal, State, or Local governmental entity such as School Board or authorized agents of any of these entities who request a copy of their employee's or prospective employee's driving record</li> </ul> <p><b>NOTE:</b> The requester must also provide proof of affiliation with the company. (A business card)</p>		
2. School Bus transcripts are provided at no charge.		
3. Employers and Federal, State, or Local governmental entities must have an active Information Use Agreement on file with DMV.		

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<b>REQUIREMENTS: HABITUAL OFFENDER RESTORATION TRANSCRIPT</b> §§ <a href="#">46.2-360</a> , <a href="#">46.2-361</a> (Transcript Code – HR)	
<b>Transcript Type</b>	<p><b>11 Year Record Requested when persons who are were eligible to apply for restricted or full restoration driving privileges – this transcript <del>must</del> was required to accompany the “Petition for Restoration of Driving Privileges – Habitual Offenders”.</b></p> <p><b>As of July 1, 2021, all remaining habitual offenders had their driving privileges restored and are no longer required to petition the court for restoration of driving privileges and no longer needing a Habitual Offender Restoration Transcript.</b></p>
<b>NOTES</b>	
<p>Habitual Offender Restoration Transcripts were issued in the past for customers who were required to petition the court for restoration of driving privileges.</p> <p>Habitual Offender laws were repealed as of 07/01/99 that required prior Habitual Offenders (adjudicated or determined) to continue to petition the courts for restricted or full restoration of driving privileges.</p> <p>The remaining Habitual Offender (HO) laws are repealed as of 07/01/2021 removing the requirement to petition the courts for full restoration and granting full restoration of driving privileges to all remaining habitual offenders with the following exceptions:</p> <ul style="list-style-type: none"> <li>• Customers, who were once a habitual offender, must satisfy any other outstanding requirements (if required) or orders, prior to reinstatement of their driving privileges.</li> <li>• Customers must pay all reinstatement fees.</li> <li>• Customer must complete and pass all required exams (vision, knowledge, and skills) to obtain a learner’s permit, driver license, or driver privilege card/permit.</li> </ul>	

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<b>REQUIREMENTS: LAW ENFORCEMENT TRANSCRIPT</b> § <a href="#">46.2-208</a> (B-7) (Transcript Code – LE)			
<b>Transcript Type</b>	<b>11 Year Record Requested when law enforcement agents use them to carry out official functions</b>		
<b>Requester</b>	<b>Law Enforcement Officer<sup>1</sup></b>	<b>Attorney for the Commonwealth<sup>1</sup></b>	<b>Official of any Federal or State Court<sup>1</sup></b>
<b>Application</b>	Information Request, <a href="#">CRD 93</a>	Information Request, <a href="#">CRD 93</a>	Information Request, <a href="#">CRD 93</a>
<b>Proof of Identification</b>	Driver's License or Other photo ID (refer to <a href="#">DLG-0201</a> ) and Proof of Affiliation <sup>1</sup>	Driver's License or Other photo ID (refer to <a href="#">DLG-0201</a> ) and Proof of Affiliation <sup>1</sup>	Driver's License or Other photo ID (refer to <a href="#">DLG-0201</a> ) and Proof of Affiliation <sup>1</sup>
<b>Transcript Fee<sup>2</sup></b>	<b>NO FEE</b>	<b>NO FEE</b>	<b>NO FEE</b>
<b>How to Request a Transcript</b>	<ul style="list-style-type: none"> <li>• In Person at any CSC</li> <li>• By Mail to DMV <a href="#">Customer Records Work Center</a></li> <li>• <a href="#">Information Use Agreements</a><sup>3</sup></li> </ul>	<ul style="list-style-type: none"> <li>• In Person at any CSC</li> <li>• By Mail to DMV <a href="#">Customer Records Work Center</a></li> <li>• <a href="#">Information Use Agreements</a><sup>3</sup></li> </ul>	<ul style="list-style-type: none"> <li>• In Person at any CSC</li> <li>• By Mail to DMV <a href="#">Customer Records Work Center</a></li> <li>• <a href="#">Information Use Agreements</a><sup>3</sup></li> </ul>
<b>NOTES</b>			
1. Any one of the following requesters may obtain a law enforcement transcript: <ul style="list-style-type: none"> <li>• Federal, state or local law enforcement officers <ul style="list-style-type: none"> <li>○ A Law Enforcement Officer's identification is a badge.</li> </ul> </li> <li>• Attorneys for the Commonwealth</li> <li>• Officials of any federal or state court</li> </ul> <p><b>NOTE:</b> In addition to presenting identification, requesters must present a business card or request on letterhead stationery from the appropriate government agency.</p>			
2. Law enforcement transcripts that are requested by a federal, state or local governmental entity or their authorized agent will be provided at no fee.			
3. Federal, State, or Local governmental entities must have an active Information Use Agreement on file with DMV.			

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<b>REQUIREMENTS: UNRESTRICTED ATTORNEY TRANSCRIPT</b> § <a href="#">46.2-208</a> (B-2) (Transcript Code – AT)		
<b>Transcript Type</b>	<b>11 Year Record Requested when an attorney requests a copy of his/her client's driving record for use in court</b>	
<b>Requester</b>	<b>Subject of the Information</b>	<b>Attorney <sup>2</sup> OR Parent or Guardian<sup>1</sup></b>
<b>Application</b>	Information Request, <a href="#">CRD 93</a> <sup>3</sup>	Information Request, <a href="#">CRD 93</a> <sup>1,2</sup>
<b>Proof of Identification</b>	Driver's License or Other photo ID (refer to <a href="#">DLG-0201</a> )	Driver's License or Other photo ID (refer to <a href="#">DLG-0201</a> ) and Proof of Affiliation <sup>2</sup>
<b>Transcript Fee<sup>4</sup></b>	<b>YES</b> (refer to <a href="#">DMV 201</a> , Customer Records Section)	<b>YES</b> (refer to <a href="#">DMV 201</a> , Customer Records Section)
<b>How to Request a Transcript</b>	<ul style="list-style-type: none"> <li>In Person at any CSC<sup>3</sup></li> <li>By Mail to DMV <a href="#">Customer Records Work Center</a></li> </ul>	<ul style="list-style-type: none"> <li>In Person at any CSC</li> <li>By Mail to DMV <a href="#">Customer Records Work Center</a></li> <li><a href="#">Information Use Agreements</a><sup>5</sup></li> </ul>
<b>NOTES</b>		
1. Legal guardians are not required to provide signed written authorization from the subject of the information, and parents of a minor under the age of 18 are not required to provide signed written authorization from the subject of the information. <b>NOTE:</b> Parents of a child over the age of 18 may only obtain information with signed written authorization from the subject of the information.		
2. Attorneys who request a copy of his/her client's driving record for use in court must provide written, signed authorization from the person whose record is being requested. <b>NOTE:</b> Attorneys must also provide a business card as proof of affiliation with the subject of the information.		
3. Customers, who are the subject of the information, may request their unrestricted attorney use driving record orally in person at a CSC.		
4. A court-appointed attorney receives a law enforcement transcript at no fee.		
5. Attorneys must have an active Information Use Agreement on file with DMV.		

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<b>REQUIREMENTS: ADDRESS AND NAME TRANSCRIPT</b> § <a href="#">46.2-208</a> (B-4 and B-6) <b>(Transcript Code – AD)</b>		
<b>Transcript Type</b>	<b>Requested when a business wants to confirm the last mailing address, name and customer number for a person</b>	
<b>Requester</b>	<b>Business Owner<sup>1</sup></b>	<b>Agent/Employee of the Business<sup>1</sup></b>
<b>Application</b>	Requests must be written on company letterhead paper for this information. <sup>2</sup>	Requests must be written on company letterhead paper for this information. <sup>2</sup>
<b>Proof of Identification</b>	Driver's License or Other photo ID (refer to <a href="#">DLG-0201</a> ) and Proof of Affiliation <sup>1</sup>	Driver's License or Other photo ID (refer to <a href="#">DLG-0201</a> ) and Proof of Affiliation <sup>1</sup>
<b>Transcript Fee</b>	YES (refer to <a href="#">DMV 201</a> , Customer Records Section)	YES (refer to <a href="#">DMV 201</a> , Customer Records Section)
<b>How to Request a Transcript</b>	<ul style="list-style-type: none"> <li>In Person at any CSC</li> <li>By Mail to DMV <a href="#">Customer Records Work Center</a></li> <li><a href="#">Information Use Agreements</a><sup>3</sup></li> </ul>	<ul style="list-style-type: none"> <li>In Person at any CSC</li> <li>By Mail to DMV <a href="#">Customer Records Work Center</a></li> <li><a href="#">Information Use Agreements</a><sup>3</sup></li> </ul>
<b>NOTES</b>		
1. Business owners and Agents/Employees of the business acting on behalf of a business owner must provide a written request on letterhead stationery AND a business card as proof of affiliation with the business.		
2. When businesses request personal information, they must provide the person's identifying information to DMV.  <b>IMPORTANT:</b> If the requester does not provide a customer number, the customer number must be masked with a black magic marker before the transcript is given to the requester.		
3. Businesses must have an active Information Use Agreement on file with DMV.		

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#### FRONT COUNTER CSR

- Review letter of authorization, written request or Information Request ([CRD 93](#)), if provided, to ensure that all required information is furnished. (Full name, date of birth, social security (or DMV Customer) number, address, reason for request, requester signature and date.)
  - If the request is from the employer or prospective employer and the employee holds a valid CDL, the employee's signature/authorization is not required.
- Write proof of identity and proof of affiliation (if required) were provided by customer at the bottom of the CRD 93.
- Process the transaction in the system.
  - When presented with a letter indicating that the applicant is requesting a transcript on behalf of a volunteer organization, the organization should be indicated as the requestor in the system. Failure to enter the organization as the requestor will result in the transcript being issued at full cost.
- Collect appropriate fees:
  - Transcript fee, if required
  - Certified transcript of record fee (if customer requests a certified transcript)
- Stamp request or CRD 93 (in the box at the bottom) with teller's stamp and note fee amount collected.

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6. Scan the [CRD 93](#) or written request to the Customer Records work center via Landing Zone to be indexed and retained in accordance with document retention guidelines. **END REVISION>>>>>**
7. Provide customer:
  - Transcript of record OR Certified transcript of record  
AND
  - Receipt for money collected, if requested
8. Destroy request or [CRD 93](#) after daily audits are completed.

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#### DMV CONTACT CENTER ACTIONS

1. Establish the customer's identity by verifying the following:
  - Customer's full name
  - Date of birth
  - Address
    - Update the record to reflect a new address if necessary. Transcripts must be mailed to the address of record.
  - Any other pertinent data from the driving record, such as convictions.
2. Check for customer stops.
  - If there is a customer stop, advise the customer about the stop and the requirements to remove the stop.
3. Determine the type of transcript to be processed.
4. Process the transcript of record.
5. Collect appropriate fees.
  - No Fee Transcripts
    - Agents **must** consult with your coordinator before processing a no fee transcript.
    - A No Fee transcript may be issued to customers only if one of the following criteria is met:
      - a. DMV committed an error in posting information to the record.
      - b. The customer never received the transcript (it has been more than 10 days and no more than 30 days since requested)
        - i. Process the appropriate driver transcript in the system:
        - ii. Place a note on the customer's record "Driver transcript Processed".
6. Place a note on the customer record indicating a driver record request was processed.
7. Inform the customer the transcript will be mailed to the address on record.
  - Certified transcripts will be printed in the DMV Contact Center and mailed by Support.

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#### POINTS TO REMEMBER

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- Regardless of transcript type, all Information Request ([CRD 93](#)) forms and/or written requests for information must be scanned to the [Customer Records](#) work center via Landing Zone to be indexed and retained in OnBase per records retention guidelines. **END REVISION>>>>>**
- Be sure to ask the customer the intended use of the transcript.
  - For example, if the customer requests a transcript for an insurance company or employment, DO NOT issue a Personal Use Transcript. Explain that the Personal Use Transcript may furnish more information than the customer needs or that the law allows.
- Customers can obtain Driver Transcripts by:
  - Ordering from the [dmvnow.com](#) website
  - Visiting a Customer Service Center or DMV Select
    - The customer must show proof of identity such as an ID card or driver's license.

- Calling the DMV Contact Center
  - A DMV Contact Center agent will process driver transcripts for the subject of the record, the parent or guardian of a minor, or an authorized representative.
  - Customers must verify their record in order to process a driver transcript.
- Submitting a written request to headquarters [Customer Records Work Center](#).
  - The customer must submit a [CRD 93](#) form or a written request. The written request must include the following information:
    - a. Full name
    - b. Date of birth
    - c. Social security (or DMV Customer) number
    - d. Address
    - e. Reason for the request
    - f. Telephone number
    - g. Payment (check or money order)

**NOTE:** Credit card payment is accepted by faxing the Driver/Data Management Payment Authorization ([DMS 004](#)) to Customer Records. The DMS 004 cannot be submitted by mail.
- Large volumes of over 10 requests should be forwarded to Customer Records Work Center for processing.
- TNC Transcripts are 7 year records that are issued to Transportation Network Companies who request a copy of their partners or prospective partner's driving record. (Refer to [DLG-2411](#))
- DMV Contact Center staff is authorized to fax a transcript to a lawyer, employer, out-of-state DMV, etc., at the request of the customer.
- Customers may view or order a drivers transcript online.
  - Once purchased, an internet transcript may be viewed again within 5 days of the original purchase at no charge.
  - Records viewed online are **NOT** considered an official record and are not available with certification. Only records ordered and mailed by DMV are considered official and can be certified.

**NOTE:** If a customer does a screen print of their record from the DMV Website, all the information may not be displayed when printed.

  - If a customer contacts the DMV Contact Center and reports that not all of the appropriate information printed on their transcript, it was because they did an online screen print.
    - A No Fee transcript **cannot** be issued under this circumstance, the customer must pay the required fee to obtain an official copy.
  - Customers will have the option of having the official transcript mailed to the address of record or an alternative address. The customer can also request an official receipt.

**NOTE:** This transaction requires the customer set up an account if they want to see their record online (at [DMVNOW.com](#)).

  - The customer, when ordering online, will be required to pay the appropriate fee.

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#### RELATED LINKS

- [The Fair Credit Reporting Act](#)
- [Vehicle Transcripts](#)
- [TNC Transcripts](#)

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#### CONTACT

For additional information contact :

- Your CSC Manager/Assistant Manager
- DMV Contact Center Help Desk at (804) 367-6646
- [Data Management Services/Customer Records Division](#)