

# DVLA Keeper Enquiries

The simple solution for establishing vehicle ownership

Experian's Keeper Enquiry system allows you to establish ownership of any DVLA registered vehicle, quickly and efficiently.

## What is our Keeper Enquiry system?

Under certain circumstances, information from the DVLA can be lawfully disclosed to help you find a vehicle's owner.

Our Keeper Enquiry system is an easy-to-use, online solution that enables you to discover the owner of any DVLA registered vehicle.

## How does our Keeper Enquiries system work?

Easy to operate and free of paperwork, our online Keeper Enquiry system simply requires a Vehicle Registration Mark (VRM) and the date you want to establish vehicle ownership to conduct a check.

Taking a matter of seconds to submit each enquiry, our system has been designed to help you get the information you need as quickly as possible. With the option to attach a customer reference to each request you can also make sure you are managing all of your results effectively.

## Who can benefit from our Keeper Enquiry system?

The following companies (where permitted purpose is established) can improve their own processes and the service they offer their clients with the Keeper Enquiry system:

- Vehicle Finance Companies
- Debt Collection Agencies
- Accident Management Companies
- Insurance Companies

### Permitted Purpose

Vehicle owner information can be highly sensitive, so the DVLA will only offer this information to companies that can demonstrate a 'reasonable cause' for obtaining it. Before you can submit a Keeper Enquiry, we will agree with you a permitted purpose for receiving keeper information. This will then be a part of your contract with us and the DVLA, to ensure keeper data you receive is only used in accordance with the law.

## DVLA Keeper Enquiries

### What are the benefits of our Keeper Enquiry system?



Most results are returned the next working day to ensure you have all the information you need to act quickly\*



With all enquiries and results processed online, there's no need for paperwork



With the ability to submit multiple enquiries quickly and easily, you can manage all of your Keeper Enquiries at once

\* In some cases the DVLA may need to investigate a vehicle enquiry further which can result in longer lead times