



Licence Alert

Questions and Answers

Does it cost to subscribe to Licence Alert?

No, Licence Alert is a free service.

Will I still receive a printed renewal notice?

Yes, this service is in addition to the printed renewal notice.

How can I subscribe?

You can subscribe:

- Online;
- Telephone us on 13 11 56; or
- Visit your nearest Driver and Vehicle Services (DVS) centre or Department of Transport (DoT) regional agent.

To subscribe online, you will need to provide:

- Your surname, first name, and date of birth;
- Your residential suburb and postcode; and
- Your email address and/or mobile phone number.

What do I do if I don't have a first name or surname?

Please contact your nearest DVS centre, DoT regional agent or phone 13 11 56.

Why do I need to indicate my preferred payment method?

So we can send the account number and licence/s you want to receive a renewal message for.

What happens if I choose to be notified by SMS?

The Licence Alert via SMS will include BPAY or web account payment details for payment of the licence renewal.

When will I receive my Licence Alert message?

In the days prior to expiry for a 'subscribed' licence that is eligible for renewal.

What about vehicle licences in a company/organisation name or seasonal licences?

The Licence Alert service is currently unavailable for:

- Vehicles licensed in a company/organisation name including trade plates.
- Seasonal vehicle licences.

What do I do if I sell my vehicle while I am subscribed to Licence Alert?

You don't need to cancel a subscription if you have sold the vehicle and advised the DoT of the change of (vehicle) ownership.

What can stop me from receiving my Licence Alert message?

You will not receive a Licence Alert if you are not the holder of an active WA driver's licence (not cancelled or disqualified) or current vehicle licence (not cancelled or expired).

What if I change my mobile phone number or email address?

You can update your mobile phone number or email address through Licence Alert, telephone us on 13 11 56 or visit your nearest DVS centre or DoT regional Agent.

What do I do when I receive my Licence Alert message?

If you have been provided an account number, you can make payment via our website transport.wa.gov.au or phone pay on 1300 655 322.

If BPay details have been provided you can pay the licence via your banking institutions BPay service. Alternatively, you may choose to pay at your DVS centre or DoT regional Agent.

Where can I find out the payment amount for BPay?

The amount to pay can be found using our Online Account Lookup service. It's easy. All you need is the licence number and the service will return the different payment options.

Licence Alert app for smart phones and tablets.

The free Licence Alert app allows holders of WA driver's and vehicle licences to manage SMS and email reminders for their renewal notices.

With the Licence Alert APP you can easily check your driver's and vehicle licence expiry dates and manage your reminders as well as view your demerit points.