



Important Changes to Paper Applications

On Line Application Forms

As part of the ongoing modernisation of Transport for London's (TfL's) taxi and private hire licensing service, taxi and private hire drivers and applicants can now apply online, using our new online web portal at tfl.gov.uk/tph.

The new online process makes its quicker and easier to apply for both new and renewal driver licences. The system has been tested with a small number of customers in recent months and so far 50 applications have been received by this method.

Customers who would like help in any aspect of the online process can also book an appointment to visit our counter service at Chancel Street. Appointments can be made by ringing our contact centre on 0343 222 4444.

Applications can still be submitted using the Post Office Check and Send service or directly by post.

Taxi and private hire driver and operator paper application forms

Since October 2013, new pre-printed application forms have been issued to applicants and licensees which contain personalised information relevant to the new or renewal applicant. This allows us to speed up the application process, as we scan the forms to our system and automatically upload the content to the correct record.

However, a number of paper forms printed prior to the introduction of the new forms remain in circulation. From 1 September 2015 all new and renewal driver and operator application forms received will need to be in the new, pre-printed format. Any old style applications received from that date will be returned to the applicant, and they will be asked to request a new pack.

To request a new form, please visit our website at tfl.gov.uk/tph or call us on 0343 222 4444.

A handwritten signature in black ink, appearing to read 'H Chapman', with a long horizontal flourish extending to the right.

Helen Chapman
General Manager,
London Taxi and Private Hire

5 August 2015

For previous Notices visit tfl.gov.uk/tph