

Steps for A Person with an Existing Oregon Customer Number wanting to get a New Number from DMV

DMV is required to assign each applicant a distinguishing customer number when a driver or vehicle record is built. This helps DMV ensure the customer only has one record/one license. However, statute and administrative rule does allow for DMV to re-assign a customer a new number for reasons defined in rule. DMV has defined in rule that DMV will reassign a new number when:

- A customer's name and customer number are being used fraudulently. Examples of fraudulent use include:
 - ~ Someone uses another person's name and customer number to open a bank account, order checks, cash stolen checks, etc.
 - ~ Someone uses another person's name and customer number when stopped by a police officer, impacting the wrong person's driving record.
- A customer is a victim of domestic violence, physical or sexual abuse, or stalking and is taking steps to protect his or her identity, including a legal name change.

To request a new customer number the customer needs to submit a request in writing to DMV Driver Issuance Unit.

The request must include:

- A completed Application for Driving Privileges or ID Card;
- A signed statement or letter explaining the situation for why they are requesting a new number;
- Supporting evidence of the situation (see below);
- Contact information;
- Proof of sealed legal name change, if name is being changed as part of this request.

Supporting documentation that DMV will accept as proof the customer's name and customer number have been used fraudulently includes:

- A police report or letter from a police agency that includes how the person's name and customer number was used to benefit another person;
- A report or letter from a credit card company, credit reporting bureau, or financial institution that includes how the person's name and customer number was used to benefit another person;
- A letter from the Oregon Department of Revenue or Internal Revenue Service that includes how the person's name and customer number was used to benefit another person;
- A document issued by a court that includes how the person's name and customer number was used to benefit another person; or
- A letter from a district attorney that includes how the person's name and customer number was used to benefit another person.

Supporting documentation that DMV will accept as proof that customer is a victim of domestic violence, physical or sexual abuse, or stalking includes:

- A police report or a letter from a police agency;
- A document issued by a court;
- A letter from a district attorney;
- A letter or report from a state agency or a community crisis center for domestic violence or physical or sexual abuse; or
- A letter or report from a physician, physician assistant, nurse practitioner, psychologist, licensed clinical social worker or licensed professional counselor who provided treatment or counseling services to the person.

Once the request has been reviewed by the Manager of the Driver Issuance Unit the request will be approved or denied.

If the request for the new customer number is denied, the manager of the Driver Issuance Unit sends a letter informing the customer of the decision and the basis for the decision.

If the request is approved, the manager of the Driver Issuance Unit will send a letter with instructions for what the applicant needs to do to obtain the new plastic in the new name and number. Customers who have not previously presented proof of being a citizen or permanent legal resident of the United States must present acceptable proof as defined in OAR 735-062-0015.