RECOVERY OPERATORS

DOCUMENTS REQUIRED AT THE POUND

Before you will be permitted to remove a vehicle from the pound we need evidence of:

- Who you are.
- Your entitlement to drive the recovery vehicle.
- Your motor insurance, covering the recovery of the vehicle.
- Your authority to collect the vehicle.

You will also be required to:

- Pay any removal and storage charges.
- Read and sign the ‘Recovery Operator - Instructions and Declaration Form’.
- Comply with the ‘Loading and Unloading Guidelines for Recovery Operators’.

Copies of these documents can be found on Metropolitan Police website: http://content.met.police.uk/Site/vehiclerecovery

DOCUMENTS REQUIRED BY ALL RECOVERY OPERATORS

- GB driving licence holders can produce any original form of photo ID*(See below). We can check their driving entitlement on the DVLA database.
- Non-GB licence holders must produce their original EU photocard driving licence. We are unable to check their driving entitlement.
- Valid certificate of motor insurance - covering the recovery of a vehicle from the pound. (For motor trade policies: evidence of the extent of the insurance cover and the nature of the motor trade business will be required.)

OPERATORS INSTRUCTED BY THE OWNER OR REGISTERED KEEPER

- A letter of authority from the owner or registered keeper. (Unless they attend the pound in person with a valid original form of photo ID* - see below.)
- A copy of the owner’s photo ID*, to verify any letter of authority. (Copy acceptable)

BEFORE ARRANGING RECOVERY, THE KEEPER OR OWNER MUST COMPLY WITH THE REQUIREMENTS FOR RECLAIMING A SEIZED OR IMPOUNDED VEHICLE. (SEE THE WEB SITE AND / OR NOTICE LETTER FOR FULL DETAILS).

OPERATORS INSTRUCTED BY A FINANCE OR INSURANCE COMPANY

- Documentary evidence of authority to collect the vehicle, which must be from the finance or insurance company with the interest in the vehicle.
- Job sheets or letters or authority must provide a clear link to that company.
- If the instruction has been passed through a claims handler and / or subcontracted by another recovery company, the paperwork must evidence the link to the insurance or finance company that initiated the instruction to collect.

*Acceptable forms of photographic ID
1. UK or EU photocard driving licence
2. Passport
3. EU national identity card
4. Digital tachograph photocard or driver qualification photocard

We will not accept company ID or student ID.