

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.