

APPLICATION FOR REFUND

The Application for Refund (ADM 399) form is used to request refunds for vehicle/vessel registration, driver license, identification card, special certificate, financial responsibility, and other fees and/or penalties collected by the Department of Motor Vehicles (DMV). A refund may be due for fees paid in error or not required as stated in *California Vehicle Code (CVC) §42231* and/or *California Revenue and Taxation Code (CRTC) §10901*.

To apply for a refund of fees and/or penalties collected by DMV that were erroneous, excessive, or not due:

- Read the instructions on this page thoroughly to determine if you are eligible for a refund.
- If you are eligible, complete the Application for Refund (ADM 399) form below. See the instructions on the next page.

DMV will not honor refund requests:

- for registration fees:
 - when they were **paid prior to the sale** of the vehicle.
 - when the vehicle was operated after the new registration year.
 - covering a portion of the year.
 - when a vehicle was wrecked after fees became due.
- for duplicate certificates and/or stickers when they were applied for voluntarily.
- for parking fees. Please contact the issuing agency or the court for the parking fee refund.
- for use tax. Please contact the California Department of Tax and Fee Administration for the use tax refund.
- received more than three years after DMV received payment (CVC §9800).
- for all types of driver license and/or identification card applications unless collected in error.

Attach all applicable substantiation for your requested refund:

- Proof of payment: photocopy of the front and back of the canceled check(s) or credit card receipt(s) showing proof of payment. If payment was made twice to DMV, please submit photocopies of both payments, for example both canceled checks and/or credit card receipts.
- Photocopy of receipts issued by DMV.
- Vehicle registration card/stickers for the year to be refunded.
- Photocopy of insurance document showing date of loss, or police report showing the date of loss.
- Completed Certificate of Non-Operation/Planned Non-Operation Certification (REG 102) form.
- Completed Notice of Transfer and Release of Liability (REG 138) form with the name and address of the purchaser and the date of sale.
- Completed Nonresident Military (NRM) Vehicle License Fee and Transportation Improvement Fee Exemption (REG 5045) form.
- Certificate of Title issued for the vehicle or vessel, if a change or correction of vehicle or vessel description is also involved in the refund request.
- Statement of Facts (REG 256) form completed and signed authorizing DMV to issue the refund in your name (if you are other than the registered owner or selling dealer).
- Proof of medical condition that prohibits the issuance of a driver license.

Submit the Application for Refund to the nearest DMV office or mail to the appropriate office based on the refund type:

- **Registration:** Vehicle/Vessel registration, Personalized plates, Vehicle Record Printout, Franchise Tax Board, or Dishonored Checks
- **Driver's License/Identification Card:** Driver's License, ID Card, Driver's Record Printout, or Administrative/Reissue fees
- **Occupational License:** Vehicle Salesperson, Dealer, Manufacturer, or Registration Service

Registration

Department of Motor Vehicles
PO Box 942869, MS A235
Sacramento, CA 94269-0001

Driver's License/Identification Card

Department of Motor Vehicles
PO Box 942890, MS G204
Sacramento, CA 94290-0001

Occupational Licensing

Department of Motor Vehicles
Occupational Licensing Section
PO Box 932342, MS L224
Sacramento, CA 94232-3420

NOTE: You will be notified of the disposition of your refund. You will be contacted by phone, email or surface mail if additional items or clarification is required. Please visit DMV's Refund FAQs Webpage at dmv.ca.gov/portal/dmv/detail/online/refund/refundfaqs for more details.

APPLICATION FOR REFUND

INSTRUCTIONS

How to complete Application for Refund:

- “Item” corresponds to the numbers shown on the Application for Refund.
- “Item Description” is the same as indicated on the application form.
- “What to Enter” clarifies the information required to be completed by the applicant.

ITEM	ITEM DESCRIPTION	WHAT TO ENTER
1.	Refund Type	Mark an “X” to indicate the type of fee or charge you are requesting a refund for.
2.	Name or Company Name	Name (last, first, and middle initial) of the individual(s) and/or company that is entitled to the refund. Refund is issued back to the original form of payment. For credit card refunds, the refund is issued back to the credit card holder. If the refund needs to be issued to a different person, a completed Statement of Facts (REG 256) is needed.
3.	Mailing Address	Show complete mailing address. (For an “in care of” (C/O) address, enter the C/O name first on the mailing address line, followed by the mailing address.)
4.	City, State, and Zip Code	Show complete city name, state, and zip code.
5.	Date Fees Were Paid	Enter the date the fees were originally paid.
6.	Where Fees Were Paid	Enter the name of the DMV office, business partner, or location of the Auto Club where the fees to be refunded were originally paid.
7.	Payment Method	Mark an “X” in the box of your original payment method.
8.	Refund Amount Requested	Enter the amount of refund that you are requesting, including dollars and cents.
9.	Reason for Refund	Mark an “X” in the appropriate box. Mark an “X” in the “Other” box if the reason for refund is not listed. Write a brief statement justifying the refund request, in the space provided.
10.	VIN/HIN (Last 3 Characters)	Refund of registration fees only: show the last three characters of the vehicle identification number or vessel hull identification number.
11.	Registered Owner’s Name	Refund of registration fees only: registered owner’s name, if different from the Applicant.
12.	License Plate/CF Number	Refund of registration fees only: show the vehicle license plate number, vessel registration number, one trip permit number, commercial requester account number, or IRP fleet number, etc.
13.	Name on Driver’s License or ID Card or Occupational License	Refund of license or ID card fees only: name on Driver’s License or ID Card or Occupational License if different from applicant.
14.	Driver’s License or ID Card or Occupational License Number	Refund of license or ID card fees only: show the license number or ID card (Including identification card, driver’s license, motorcycle license, commercial driver’s license, special certificate, occupational license, or financial responsibility, etc.)
15.	Signature of Applicant	Your signature.
16.	Date	Enter the date the Application for Refund is signed.
17.	Email Address	Enter your email address.
18.	Daytime Telephone Number	Enter your daytime area code and telephone number.

NOTICE OF PRIVACY ON COLLECTION

DMV collection of personal information is governed by: *California Information Practices Act*, Civil Code §1798 et seq; *Government Code* (GC) §11015.5; *California Public Records Act* GC §6250 et seq.; *California Vehicle Code* §1808; *Driver’s Privacy Protection Act* (18 United States Code §§2721-2725). The information collected may be shared with authorized service providers and state and/or local agencies that support the program. All information on this form is mandatory except where noted. DMV uses this information to determine eligibility for refund, process approved refunds, and communicate with refund applicants. Failure to provide mandatory information may result in the inability to determine whether a refund is due or process an approved refund payment. You have the right to review and request corrections/deletions of DMV maintained records containing your personal information. Please visit dmv.ca.gov for more information on the *California Information Practices Act*. Questions about this form should be directed to DMV’s Customer Service at 1-800-777-0133. For privacy policy questions or requests contact us at: DMV Chief Privacy Officer, 2415 1st Avenue, MS F127, Sacramento, CA 95818 or (916) 657-6340.



DMV USE ONLY
DATE DMV RECEIVED REFUND REQUEST

APPLICATION FOR REFUND

SECTION 1 — REFUND TYPE

1. PLEASE INDICATE THE REFUND TYPE

Complete Sections 1, 2, & 3 for:

Registration Personalized Plate Franchise Tax Board or Dishonored Check Vehicle Record Print Out

Complete Sections 1, 2, & 4 for:

Driver's License ID Card Driver's Record Print Out Occupational License Reissue Fee for Driving Privileges

SECTION 2 — APPLICANT INFORMATION

2. NAME (LAST, FIRST, MI) OR COMPANY NAME

3. MAILING ADDRESS OR COMPANY ADDRESS

4. CITY

STATE

ZIP CODE

5. DATE FEES WERE PAID (MM/DD/YYYY)

6. WHERE FEES WERE PAID

7. PAYMENT METHOD

CREDIT DEBIT CASH CHECK/E-CHECK

8. REFUND AMOUNT REQUESTED

9. A Refund of Fees is Being Requested Because:

- Vehicle/Vessel was registered out of state on _____ . Vehicle/Vessel left California on _____ .
DATE DATE
- Vehicle/Vessel was sold wrecked stolen on _____ . If you no longer have the stickers, please explain below.
DATE
- Fees were paid twice (*Please explain below*)
- Penalty charged in error or excess (*Please explain below*)
- Other (*Please explain below*)

Additional details related to your refund application:

SECTION 3 — REGISTRATION REFUNDS

10. VIN/HIN (LAST 3 CHARACTERS)

11. REGISTERED OWNER'S NAME (IF DIFFERENT FROM APPLICANT)

12. LICENSE PLATE NUMBER/CF NUMBER

SECTION 4 — DRIVER'S LICENSE OR ID CARD OR OCCUPATIONAL LICENSE REFUNDS

13. NAME ON DRIVER'S LICENSE OR ID CARD OR OCCUPATIONAL LICENSE (IF DIFFERENT FROM APPLICANT)

14. DRIVER'S LICENSE OR ID CARD OR OCCUPATIONAL LICENSE NUMBER

I certify (or declare) under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

15. SIGNATURE OF APPLICANT

X

16. DATE

17. EMAIL ADDRESS

18. DAYTIME TELEPHONE NUMBER

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