

## CODE F APPLICATION (COVID POLICY)

### RENEW DRIVERS LICENSE OR ID CARD

The following is the process to **renew** your driver's license or ID card remotely if you are unable to attend a registry office due to covid 19:

- 1) Attached is a form named "Remote Driver's License / ID Card Application" or you may fill out the form here <https://formsmgmt.gov.ab.ca/Public/REG11197.xdp>
- 2) Email the following documents to [motorvehicles@newurbanregistry.com](mailto:motorvehicles@newurbanregistry.com)
  - The completed Remote Driver's License / ID Card Application form (signed, and initialed) **INITIALS IN PART D, NOT CHECKMARKS OR X'S**
  - If your address has changed please write in Part C that your address has changed and what your new address is (must be an Alberta Address)
  - Cards can only be redirected to an Alberta Address
  - **YOU MUST INDICATE ON YOUR FORM THAT YOU ARE UNABLE TO ATTEND A REGISTRY OFFICE DUE TO COVID 19**
  - A copy of your valid government issued photo ID. If you do not have valid photo ID you must send another form of identification (Alberta Health Care, Passport etc...)
  - A completed driver's medical, if applicable
- 3) Once the documents are accepted and approved, you will receive an email with a link to make your payment. We do not take credit card information over the phone.
- 4) Once payment is completed we will process your service. **Your license or ID card will only be renewed for a 1 year term.**
- 5) Once the service is processed we mail email the temporary license or ID card to you via **encrypted email**.
- 6) Your new permanent license or ID card will be mailed by the Alberta government to your address in 1-2 weeks. This license or ID card will contain a code "F" and will need to be removed the next time an operator service is completed. When you come into the office for your next service and to remove the code F you will need the following documents:
  - Your legal entitlement to be in Canada (Canadian birth certificate, passport, or citizenship, or immigration documents)
  - Your valid photo ID (license)
  - Proof of your Alberta address dated within the last 90 days
    - 1) You must complete an eye test
    - 2) You are required to take a new photo

**COST FOR DRIVERS LICENSE \$26.00**

**COST FOR IDENTIFICATION CARD \$14.00**

## CHANGE ADDRESS

The following is the process to **change your address** on your driver's license or ID card remotely if you are unable to attend a registry office due to covid 19:

- 1) Attached is a form named "Remote Driver's License / ID Card Application" or you may fill out the form here <https://formsmgmt.gov.ab.ca/Public/REG11197.xdp>
- 2) Email the following documents to [motorvehicles@newurbanregistry.com](mailto:motorvehicles@newurbanregistry.com)
  - The completed Remote Driver's License / ID Card Application form (signed, and initialed) **INITIALS IN PART D, NOT CHECKMARKS OR X'S**
  - Please write in Part C that you need to change your address and what your current address is
  - If requesting the card to be redirected, cards can only be redirected to an Alberta Address
  - **YOU MUST INDICATE ON YOUR FORM THAT YOU ARE UNABLE TO ATTEND A REGISTRY OFFICE DUE TO COVID 19**
  - A copy of your valid government issued photo ID. If you do not have valid photo ID you must send another form of identification (Alberta Health Care, Passport etc...) as well as a picture of yourself
- 3) Once the documents are accepted and approved, you will receive an email with a link to make your payment. We do not take credit card information over the phone.
- 4) Once payment is completed we will process your service.
- 5) Once the service is processed we mail email the temporary license or ID card to you via **encrypted email**.
- 6) Your new permanent license or ID card will be mailed by the Alberta government to your address in 1-2 weeks. This license or ID card will contain a code "F" and will need to be removed the next time an operator service is completed. When you come into the office for your next service and to remove the code F you will need the following documents:
  - Your legal entitlement to be in Canada (Canadian birth certificate, passport, or citizenship, or immigration documents)
  - Your valid photo ID (license)
  - Proof of your Alberta address dated within the last 90 days
    - 1) You must complete an eye test
    - 2) You are required to take a new photo

**COST FOR DRIVERS LICENCE AND IDENTIFICATION CARD \$28.00**

## REPLACE LOST, STOLEN OR DAMAGED LICENSE OR ID CARD

The following is the process to **replace your lost, stolen, or damaged** driver's license or ID card remotely if you are unable to attend a registry office due to covid 19:

- 1) Attached is a form named "Remote Driver's License / ID Card Application" or you may fill out the form here <https://formsmgmt.gov.ab.ca/Public/REG11197.xdp>
- 2) Email the following documents to [motorvehicles@newurbanregistry.com](mailto:motorvehicles@newurbanregistry.com)
  - The completed Remote Driver's License / ID Card Application form (signed, and initialed) **INITIALS IN PART D, NOT CHECKMARKS OR X'S**
  - If your address has changed please write in Part C that your address has changed and what your new address is (must be an Alberta Address)
  - If requesting card to be redirected, cards can only be redirected to an Alberta Address
  - **YOU MUST INDICATE ON YOUR FORM THAT YOU ARE UNABLE TO ATTEND A REGISTRY OFFICE DUE TO COVID 19**
  - A copy of your valid government issued photo ID. If you do not have valid photo ID you must send another form of identification (Alberta Health Care, Passport etc...) as well as a picture of yourself
- 3) Once the documents are accepted and approved, you will receive an email with a link to make your payment. We do not take credit card information over the phone.
- 4) Once payment is completed we will process your service.
- 5) Once the service is processed we mail email the temporary license or ID card to you via **encrypted email**.
- 6) Your new permanent license or ID card will be mailed by the Alberta government to your address in 1-2 weeks. This license or ID card will contain a code "F" and will need to be removed the next time an operator service is completed. When you come into the office for your next service and to remove the code F you will need the following documents:
  - Your legal entitlement to be in Canada (Canadian birth certificate, passport, or citizenship, or immigration documents)
  - Your valid photo ID (license)
  - Proof of your Alberta address dated within the last 90 days
    - 1) You must complete an eye test
    - 2) You are required to take a new photo

**COST FOR DRIVERS LICENCE AND IDENTIFICATION CARD \$28.00**



## CHANGE CONDITION CODES

The following is the process to **add or remove a condition code (excluding Code F)** from your driver's license or ID card remotely if you are unable to attend a registry office due to covid 19:

1) Attached is a form named "Remote Driver's License / ID Card Application" or you may fill out the form here <https://formsmgmt.gov.ab.ca/Public/REG11197.xdp>

2) Email the following documents to [motorvehicles@newurbanregistry.com](mailto:motorvehicles@newurbanregistry.com)

- The completed Remote Driver's License / ID Card Application form (signed, and initialed) **INITIALS IN PART D, NOT CHECKMARKS OR X'S**
- If your address has changed please write in Part C that your address has changed and what your new address is (must be an Alberta Address)
- If requesting card to be redirected, cards can only be redirected to an Alberta Address
- **YOU MUST INDICATE ON YOUR FORM THAT YOU ARE UNABLE TO ATTEND A REGISTRY OFFICE DUE TO COVID 19**
- A copy of your valid government issued photo ID. If you do not have valid photo ID you must send another form of identification (Alberta Health Care, Passport etc...) as well as a picture of yourself
- The appropriate documentation for the addition or removal of a condition code (completed eye test results, stamped airbrake certificate etc...)

3) Once the documents are accepted and approved, you will receive an email with a link to make your payment. We do not take credit card information over the phone.

4) Once payment is completed we will process your service.

5) Once the service is processed we mail email the temporary license or ID card to you via **encrypted email**.

6) Your new permanent license or ID card will be mailed by the Alberta government to your address in 1-2 weeks. This license or ID card will contain a code "F" and will need to be removed the next time an operator service is completed. When you come into the office for your next service and to remove the code F you will need the following documents:

- Your legal entitlement to be in Canada (Canadian birth certificate, passport, or citizenship, or immigration documents)
- Your valid photo ID (license)
- Proof of your Alberta address dated within the last 90 days
  - 1) You must complete an eye test
  - 2) You are required to take a new photo

**COST FOR DRIVERS LICENCE AND IDENTIFICATION CARD \$28.00**

## RECLASS DRIVERS LICENSE

The following is the process to **reclass** your driver's license remotely if you are unable to attend a registry office due to covid 19:

- 1) Attached is a form named "Remote Driver's License / ID Card Application" or you may fill out the form here <https://formsmgmt.gov.ab.ca/Public/REG11197.xdp>
- 2) Email the following documents to [motorvehicles@newurbanregistry.com](mailto:motorvehicles@newurbanregistry.com)
  - The completed Code F Application form (signed, and initialed) – **INITIALS IN PART D, NOT CHECKMARKS OR X'S**
  - If your address has changed please write in Part C that your address has changed and what your new address is (must be an Alberta Address)
  - If requesting card to be redirected, cards can only be redirected to an Alberta Address
  - **YOU MUST INDICATE ON YOUR FORM THAT YOU ARE UNABLE TO ATTEND A REGISTRY OFFICE DUE TO COVID 19**
  - A copy of your valid government issued photo ID
  - A completed driver's medical, if applicable
- 3) Once the documents are accepted and approved, you will receive an email with an invoice. Once you review the invoice you may pay via the link at the bottom of your invoice email → ([Click here to review and pay this invoice](#))
- 4) Once payment is completed we will process your service.
- 5) Once the service is processed we mail email the temporary license or ID card to you via **encrypted email**.
- 6) Your new permanent license or ID card will be mailed by the Alberta government to your address in 1-2 weeks. This license or ID card will contain a code "F" and will need to be removed the next time an operator service is completed. When you come into the office for your next service and to remove the code F you will need the following documents:
  - Your legal entitlement to be in Canada (Canadian birth certificate, passport, or citizenship, or immigration documents)
  - Your valid photo ID (license)
  - Proof of your Alberta address dated within the last 90 days
    - 1) You must complete an eye test
    - 2) You are required to take a new photo

**COST FOR DRIVERS LICENCE AND IDENTIFICATION CARD \$28.00**

## OPERATOR CANCELTION

The following is the process to **cancel** your driver's license or ID card remotely if you are unable to attend a registry office due to covid 19:

1) Attached is a form named "Remote Driver's License / ID Card Application" or you may fill out the form here <https://formsmgmt.gov.ab.ca/Public/REG11197.xdp>

2) Email the following documents to [motorvehicles@newurbanregistry.com](mailto:motorvehicles@newurbanregistry.com)

- The completed Remote Driver's License / ID Card Application form (signed, and initialed) **INITIALS IN PART D, NOT CHECKMARKS OR X'S**
- Please write in Part C that you wish to cancel your card
- If your address on file has changed please write in part C that your address has changed and what your address is
- **YOU MUST INDICATE ON YOUR FORM THAT YOU ARE UNABLE TO ATTEND A REGISTRY OFFICE DUE TO COVID 19**
- A copy of your valid government issued photo ID. If you do not have valid photo ID you must send another form of identification (Alberta Health Care, Passport etc...) as well as a picture of yourself

3) Once the documents are accepted and approved, you will receive an email with a link to make your payment. We do not take credit card information over the phone.

4) Once payment is completed we will process your service.

5) Once the service is processed we mail email the temporary license or ID card to you via **encrypted email**.

6) Your refund (if applicable) will be mailed by the Alberta government to your address in 1-2 weeks.

If/When you come into and Alberta Registry office for your next service you will need the following documents:

- Your legal entitlement to be in Canada (Canadian birth certificate, passport, or citizenship, or immigration documents)
- Your valid photo ID (license)
- Proof of your Alberta address dated within the last 90 days
  - 1) You must complete an eye test
  - 2) You are required to take a new photo

## COST TO CANCEL

**\$9.00**





# Remote Driver's Licence/ID Card Application

Affix Supporting Document  
Label Here

Protected B (when completed)

In accordance with the *Traffic Safety Act (TSA)* and the Operator Licensing and Vehicle Control Regulation, when making an application for a motor vehicle service, the Registrar of Motor Vehicle Services will collect specific personal information to confirm the identity and eligibility of an individual for motor vehicle services and for motor vehicle records held by Motor Vehicles in the administration of the TSA. Information and numbers from personal documents recorded on this form are not copied to any other Motor Vehicle database and serve as a source of information should a future investigation into your service be required, (i.e. identity theft). Questions about the collection of your personal information can be directed to Alberta Registries, Box 3140, Edmonton AB T5J 2G7 or 780-427-7013, toll free 310-0000 within Alberta.

## Part A - Applicant Information

Applicant Last Name	Applicant First Name	Applicant Middle Name	Driver's Licence Number or MVID
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Date of Birth:	Year	Month	Day
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Contact Phone Number	Email Address (if you would like a copy of the interim license/ID receipt sent)		
<input type="text"/>	<input type="text"/>		

## Part B - Service Type and Mailing Information

Your previous driver's license or ID card is (select one): ☐ Expired ☐ Lost or Stolen

Do you have any current or pre-existing medical conditions or disability that may interfere with the safe operation of a motor vehicle? ☐ No ☐ Yes

Delivery Method (select one): **Note: driver's licences/ID cards will not be sent via mail forwarding**

- ☐ Mail to address on file  
☐ Send to registry agent for pickup by authorized individual

Name of Authorized Individual

Telephone Number

<input type="text"/>	<input type="text"/>
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- ☐ Mail to alternative Alberta address

Alternative Alberta Address

City or Town

Province

Postal Code

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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## Part C - Additional Information and Supporting Documents - See [alberta.ca](http://alberta.ca) for more information

In the space below, please provide a detailed explanation of why you are unable to attend a registry agent in person

I have attached a copy of my: ☐ Valid Photo Identification ☐ Valid Non-Photo Identification ☐ Proof of Alberta Residency  
☐ Medical Report (if applicable) ☐ Letter from Physician or Care Facility (if applicable)

For individuals outside of Alberta:

Date you  
left Alberta:

yyyy-mm-dd

Date of return  
to Alberta:

yyyy-mm-dd

## Part D - Declaration

### For all applicants

I declare that (applicant to initial each line):

- ☐ I understand that I must provide proof of Alberta residency and Canadian legal presence at the time of my next driver's licence or ID card service.  
☐ The information on any documents provided in support of this application are true, correct and authentic.  
☐ I am lawfully entitled to be or to remain in Canada and make my home in, and ordinarily present in, Alberta.  
☐ I understand that providing inaccurate and/or false information may result in prosecution.

### For driver's licence applicants only

I further declare that (applicant to initial each line)

- ☐ I am not prohibited or suspended from driving/operating a motor vehicle in any jurisdiction.  
☐ I acknowledge that it is an offence to have more than one subsisting operator's/driver's licence and I have disclosed any other subsisting operator's/driver's licence or government issued identification cards I currently hold.  
☐ I have disclosed any current or pre-existing medical conditions or disability that may interfere with the safe operation of a motor vehicle.

Date yyyy-mm-dd

Signature