

How to place taxi plates on hold and off hold at Service NSW

Fact sheet, November 2021



To put taxi plates on hold, or take taxi plates off hold, taxi service providers will need to complete a *Taxi Plate Transaction application* in the Point to Point Transport Commissioner’s Industry Portal.

The service provider will then be emailed a **Transaction Authorisation letter** which will need to be completed and taken into a Service NSW service centre by the nominated person.

Who can put taxi plates on hold or take taxi plates off hold?

- The taxi service provider (TSP)
- Vehicle owner or the person who is the registered operator of the vehicle
- An authorised representative of either of the above

What do I need to take to the Service NSW Service Centre?

| If you... | Please bring the following documentation |
|---|--|
| ...own the licence. | <input type="checkbox"/> a completed Number Plates and/or Cancellation of Registration form <input type="checkbox"/> proof of your identity <input type="checkbox"/> the Transaction Authorisation letter from the Point to Point Transport Commission |
| ...lease the licence directly from the person named on the licence. | <input type="checkbox"/> a completed Number Plates and/or Cancellation of Registration form <input type="checkbox"/> proof of your identity <input type="checkbox"/> the Transaction Authorisation letter from the Point to Point Transport Commission |

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| ...have an agreement with, or lease the licence from, a Taxi Service Provider who manages the licence for the licence owner | <input type="checkbox"/> a completed Number Plates and/or Cancellation of Registration form <input type="checkbox"/> proof of your identity <input type="checkbox"/> the Transaction Authorisation letter from the Point to Point Transport Commission |
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Frequently Asked Questions

Q. Is there a limited number of transactions Service NSW can process at one time?

A. Service NSW's customer service representatives can only process a maximum of 3 transactions per customer at one time (that is three plates). If you wish to put more than 3 plates on hold/ or take off hold, then any additional plates will be processed by the ServiceNSW team within 24-72 hours.

Q. Are some Service NSW Centres busier than others currently?

A. It's a good idea to check the wait times for Service Centres near you on the Service NSW website, service.nsw.gov.au/service-centre

Q. If I do not wish to keep my vehicle registered after putting my taxi plates on hold, where can I park my taxi?

A. Unregistered vehicles must be parked off the road on private property. For more information please contact the Transport for NSW general enquiry line on 13 22 13.

For more information, please contact our Industry Contact Centre on 131 727.