

## RAC Car Passport for dealers – Frequently Asked Questions

- How do I register for an account?
  - Registering for an account is quick and easy. Visit [www.rac.co.uk/dealerpassport](http://www.rac.co.uk/dealerpassport) and follow the simple online steps to sign-up. Don't forget to have your bank details, Company and VAT registration numbers handy! You should be signed up and registered for RAC Car Passport in a matter of minutes.
- Is there a minimum amount of reports I need to run per month?
  - No, there is no minimum monthly volume or contract term – you can use RAC Car Passport to check as many or as few vehicles as you wish
- How much does a Car Passport cost?
  - The cost of an RAC Car Passport can be found by visiting [www.rac.co.uk/dealerpassport](http://www.rac.co.uk/dealerpassport). Once logged in to your account, the price you will pay for each Car Passport check is displayed at the top of the page.
- How do I run a Car Passport?
  - Simply log in at [www.rac.co.uk/dealerpassport](http://www.rac.co.uk/dealerpassport) and then follow the online prompts to enter a VRM and create your Car Passport.
- How do I search for my previous Car Passports?
  - Log in to your RAC Car Passport account and choose from a range of search options to the right of the screen. Select 'search Passports' and your previous reports will be displayed
- How do I refresh a Car Passport?
  - Once you have found the Car Passport you require, select the 'Refresh Passport' option at the top of the page. A new refreshed Passport will be created, showing the very latest information available.
- How do I print the consumer report?
  - Once you have run a Car Passport, select the 'Download PDF' option at the top of the page. From here you can save and print the consumer report.
- The VRM couldn't be found – who should I call?
  - If the VRM cannot be found, it could be that an incorrect VRM was entered. Don't worry, you won't be charged for any enquiries where we hold no data for the VRM. If you are certain a vehicle exists with the VRM entered, then please contact us on 0330 159 0903 or email us at [dealerpassport@rac.co.uk](mailto:dealerpassport@rac.co.uk)
- Who do I contact if I'm concerned about the data shown in one of the report?
  - If you have a query about the data shown in your RAC Car Passport, and you are unable to resolve this yourself, please contact us on 0330 159 0903 or email us at [dealerpassport@rac.co.uk](mailto:dealerpassport@rac.co.uk)
- How do I add another user or branch to my account?
  - Login to RAC Car Passport and select the 'Manage your account' option at the bottom of the page. Select the account or branch for which a new user is required, and then select the 'Add a branch or User' option to the right. You can then follow the online prompts to set up a new user or a new branch
- How do I change my bank details?
  - You can only change the bank details if you are the administrator for the Company Account. Once logged in to RAC Car Passport, select the 'Manage your account' option at the bottom of the page. Find your company account and then select 'edit'. Follow the online prompts to change your bank details before saving your changes