

# Vehicle Operating Licencing Download FAQs

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For more information about the claim as a whole, please see the FAQ page of the claim website: [FAQ \(truckcartellegalaction.com\)](http://FAQ(truckcartellegalaction.com))

## 1 General

### **Why are you asking me to provide this information?**

Our data handlers are going to use this information to estimate the value of your claim.

The Operating Licence information stored by the Office of the Traffic Commissioner is a complete, independent and official record-keeping source that will enable the data handlers to substantiate your claim.

### **I have already provided all of the information I have on the trucks I purchased or leased, why are you asking me again?**

This information is separate to any information that may have been requested previously. Any information you have provided previously may still be relevant in due course.

We request that all information is provided in the specified format (i.e. the CSV files downloaded from the Office of the Traffic Commissioner) which will enable our data handlers to process the information quickly and accurately.

Due to the conflict (or potential conflict) of interest between class members who purchased or leased new trucks and those who purchased or leased used trucks, we need to ensure that confidential information relating to new trucks, for example pricing information, is not shared with the used trucks team within the RHA and vice versa.

This request guarantees that the relevant teams within the RHA will only receive information on your trucks that is not confidential and in compliance with the measures put in place to avoid any conflicts of interests.

### **Who are Punter Southall Analytics and why are they contacting me?**

Punter Southall Analytics (PSA) were appointed by the RHA as an independent data handler for both RHA claims (i.e. the one covering new trucks and the one covering second-hand trucks).

PSA are not subject to the Information Barrier in place between the new and used trucks teams and will be responsible for receiving information from you and then categorising each truck as having been purchased new or second-hand before separating and forwarding the relevant information to the new and/or used trucks teams.

### **What is FinLegal?**

FinLegal is a case management platform that the RHA is using to ensure that the Information Barrier requirements are met, and that pricing information for relevant trucks isn't seen by the wrong team within the RHA.

### **Are you going to ask me for more information in the future?**

As this is an ongoing legal action, it is possible that we may need to request more information and/or evidence from you in the future.

Therefore, please retain all physical and electronic documents that you still have access to (invoices, lease agreements, price lists etc.) and store them safely.

Please do not send us any of these records at the moment.

## **2 Information Barrier and claim separation**

### **What is the Information Barrier?**

There is a conflict of interest between purchasers of new trucks and purchasers of used trucks. This is because those who purchased new trucks have an interest in showing that none of the higher truck price they suffered as a result of the cartel (overcharge) was passed on when they came to reselling their trucks. On the other hand, those who purchased used trucks will have an interest in showing that the new truck overcharge was passed on to them.

The conflict means that the RHA cannot simultaneously advance the interests of both purchasers of new trucks and purchasers of used trucks. A similar conflict may exist in relation to the leasing of new trucks and the leasing of used trucks. To deal with this, RHA Used Trucks Limited (RUTL) has been appointed as sub-class representative to act for purchasers and lessees of used trucks on the question of whether they suffered loss as a result of the cartel.

The RHA and RUTL have taken steps to make sure that both new and used truck operators have their interests fully represented which includes putting an information barrier in place between the RHA and RUTL teams to make sure those teams do not, accidentally or otherwise, pass information to each other about the claims of the class members they represent.

The Competition Appeal Tribunal has considered these arrangements and confirmed that they are acceptable.

### **Who is representing the claimants on the new trucks overcharge issue?**

The RHA will act as Class Representative for new truck class members on the issue of whether the cartel caused new truck prices to increase and for all class members on certain issues affecting them all. It will take day-to-day decisions about the case and conduct the legal proceedings on your behalf. The RHA's duties will include overseeing the new trucks legal team, approving invoices, directing how the case should be run, and making settlement decisions on behalf of new truck class members.

The RHA will be advised by law firms [Addleshaw Goddard LLP](#) and [Backhouse Jones](#).

**Who is representing the claimants on the used trucks overcharge issue?**

RUTL will act as sub-Class Representative for used truck class members on the issue of whether the cartel caused used truck prices to increase. RUTL will oversee its own legal team and make settlement decisions on behalf of used truck class members.

RUTL will be advised by law firm [Tyr Law](#).

**What happens if I had both new and used trucks?**

If you had both new and used trucks, the RHA will deal with your claim in respect of the new truck overcharge issue and RUTL will deal with your claim in respect of the used truck overcharge issue.

**How will you determine my losses if I'm not providing you with any prices?**

PSA have developed a process to identify specifications for each vehicle which can then be used, along with information from external sources, to match the vehicle to a price.

**I have provided information in the past, why aren't you using that instead of asking me for more?**

This data request is separate to any information that may have been asked for previously. Any information you have provided previously may still be relevant in due course.

We request that all information is provided in the specified format (i.e. the CSV files downloaded from the Office of the Traffic Commissioner) which will enable our data handlers to process the information quickly and accurately.

**Will I be able to request to see the prices identified for each of my trucks?**

The work being carried out by the data handlers is a complex process which will provide the RHA with an estimate of the overall value of the claim. It will not be possible, at least at this stage, to provide you with information on the price identified for each of your trucks.

**Can you tell me the size of my claim?**

The work being carried out by the data handlers is a complex process which will provide the RHA with an estimate of the overall value of the claim. It will not be possible, at least at this stage, to provide you with information on the size of your individual claim.

## **3 Downloading information**

**Where can I find the requested information?**

Please go to the GOV.UK website: [Manage your vehicle operator licence - GOV.UK \(www.gov.uk\)](https://www.gov.uk/manage-your-vehicle-operator-licence)

For full instructions on how to download your information, please see the link to the PowerPoint guide in the data request email.

**There are no Operating Licences or VRMs showing when I log in, what should I do?**

If there are no Licence numbers showing in your account, it is likely that you have not logged in with the right credentials, or you have not set up your account correctly. Please try to log in with alternative credentials (e.g. by asking a colleague).

If you are still having issues, please contact the Office of the Traffic Commissioner:

Email: [enquiries@otc.gov.uk](mailto:enquiries@otc.gov.uk)

Phone: 0300 123 9000

**There is more than one Operating Licence number in my list of licences, do I need to download the CSV file for each Licence number?**

Please download the CSV files for all Operating Licences that have been registered to you / your company, including any that are no longer valid.

**I am claiming on behalf of a group of companies, do I need to download the CSV files for each one?**

Please download the CSV files for all Operating Licences that have been registered to your claimant companies, including any that are no longer valid.

## 4 Accessing your account

**I can't remember my account password, what should I do?**

Beneath the sign in boxes on the GOV.UK website, click on "Forgotten your password?" This will allow you to enter your username and reset your password.

If you are still having issues, please contact the Office of the Traffic Commissioner:

Email: [enquiries@otc.gov.uk](mailto:enquiries@otc.gov.uk)

Phone: 0300 123 9000

**I can't remember my account username, what should I do?**

Beneath the sign in boxes on the GOV.UK website, click on "Forgotten your username?" This will ask you to enter an Operating Licence number and email address.

If you are able to find one of your current Operating Licence numbers and the email address you used to sign up to the Office of the Traffic Commissioner service, you can request an email containing your username.

If you are still having issues, please contact the Office of the Traffic Commissioner:

Email: [enquiries@otc.gov.uk](mailto:enquiries@otc.gov.uk)

Phone: 0300 123 9000

**My company doesn't exist anymore / no longer has a Vehicle Operator Licensing account, what should I do?**

Please contact the Office of the Traffic Commissioner:

Email: [enquiries@otc.gov.uk](mailto:enquiries@otc.gov.uk)

Phone: 0300 123 9000

If you are still unable to access this information, please Reply All to this email letting us know that your business is no longer operating, and you can't access your Vehicle Operator Licensing account.

Please do not send us any information on the trucks you operated during the cartel period at this stage.

Not being able to download the information does not mean that you can't participate in the claim, but we may need to contact you further to discuss the next steps.

**I was a sole trader and I have retired / no longer have a Vehicle Operator Licensing account, what should I do?**

Please contact the Office of the Traffic Commissioner:

Email: [enquiries@otc.gov.uk](mailto:enquiries@otc.gov.uk)

Phone: 0300 123 9000

If you are still unable to access this information, please Reply All to this email letting us know that your business is no longer operating, and you can't access your Vehicle Operator Licensing account.

Please do not send us any information on the trucks you operated during the cartel period at this stage.

Not being able to download the information does not mean that you can't participate in the claim, but we may need to contact you further to discuss the next steps.

**Can I still be part of the claim if I cannot download this information?**

Not being able to download the information does not mean that you can't participate in the claim, but we may need to contact you further to discuss the next steps.

If the Office of the Traffic Commissioner is unable to help you find this information, please Reply All to this email letting us know that you can't access your Vehicle Operator Licensing account.

Please do not send us any information on the trucks you operated during the cartel period at this stage.

## **5 Submitting information**

**Do I need to save my files in a particular format?**

When you download the files, they should automatically save in a CSV format.

Please ensure that each file has been renamed to include your specific Operating Licence number and the date of download (e.g. OK1234567 \_ 20 05 2024)

**I have downloaded my CSV files and renamed them. What do I do now?**

Please Reply All to the email you received containing the request for information, attaching all of your renamed CSV files (there should be one file per Operating Licence number).

Please do not start a new email chain.

Please do not include any other information, particularly pricing information, in your communications.