Bonus Features

Congratulations on your 60 day membership to our Roadside Assistance.

When out on the road, you will know that you are covered and protected by an organization that cares about the safety of you and your family. Our customer service representatives respond quickly to provide you the best service and protection available anywhere.

**24-Hour Emergency Roadside Assistance Benefits**
Customers are covered for emergency road service throughout the U.S. and Canada.

**24-Hour Towing Service**
Customers are entitled to emergency towing service at no out-of-pocket cost for any tow up to 75 dollars. One service per seven days, two services per contract. Extended distance will be an additional expense covered by the customer.

**24-Hour Mechanical First Aid**
Customers are entitled to any service requiring minor adjustments (exclusive of parts) to enable a disabled vehicle to proceed under its own power, where available.

**24-Hour Tire Change Service**
Customers may have their tire changed with their inflated and functional spare tire.
24-Hour Emergency Delivery
A service truck will deliver emergency supplies of gasoline, water, oil or other necessary supplies. Customers pay only for the cost of the supplies.

24-Hour Emergency Battery Service
Customers are covered for battery boosts and minor adjustments to alternators, starters, etc. while on the road.

24-Hour Lost Key Service
If keys are locked inside a customer’s vehicle, the customer will be assisted in gaining entry to the vehicle's passenger compartment only. Locksmith services may be dispatched as needed at the customer’s expense for labor and key making.

Rental Car Discounts
Customers are entitled to take advantage of our rental car discount codes and pre-negotiated group rates, which are honored at thousands of locations throughout the U.S. and abroad.

Map Routing Service
We will, at no charge, provide customers with a four-color mapping and travel route information to destinations they specify.

Theft And Hit & Run Protection
A $500 reward is offered for information leading to the arrest and conviction of anyone responsible for Hit & Run damages or stealing customers’ vehicles. Whenever you travel, you will like the secure and confident feeling of knowing that you are protected by NSD's Roadside Assistance. Fast response and excellent service are just two reasons why millions of motorists rely on NSD's Roadside Assistance for on-the-road protection.
Keeping You Safe Mile After Mile

Once your purchase is processed, you will receive an email with the information you will need to start your 60 days of Road Assistance.

Congratulations!
Redeem Your $25 Gas Card Online

Follow the link in your confirmation email to start redeeming your $25 Gas Coupon.

*PLEASE SAVE ALL THE INFORMATION FOR YOUR RECORDS. You will use your log in information throughout the course of your complimentary gas membership.
## Table Of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Starting the Journey</td>
<td>6</td>
</tr>
<tr>
<td>Getting Your First North Carolina Driver License</td>
<td>7</td>
</tr>
<tr>
<td>Renewing Your License</td>
<td>18</td>
</tr>
<tr>
<td>Updating Your License Information</td>
<td>22</td>
</tr>
<tr>
<td>Replacing Your License</td>
<td>24</td>
</tr>
<tr>
<td>Reinstating Your License</td>
<td>26</td>
</tr>
<tr>
<td>Getting a North Carolina ID Card</td>
<td>28</td>
</tr>
<tr>
<td>Vehicle Safety Tips</td>
<td>31</td>
</tr>
<tr>
<td>DMV Hours and Locations</td>
<td>35</td>
</tr>
</tbody>
</table>
Starting the Journey

Welcome to the world of driving in North Carolina! Obtaining your license is one of the most gratifying moments in your life.

Our purpose throughout this guide is to make sure you get to that moment without experiencing any unnecessary stress or complications. Getting your driver license can be a smooth process that only requires you to prepare slightly before embarking on the adventure. We are here to help you know exactly what you need to prepare.

Our guide is designed to help you achieve your goals as quickly and efficiently as possible. It is filled with information to help you obtain your learner’s permit, driver license or ID card from the North Carolina Division of Motor Vehicles (NCDMV). You will also find out how to renew, replace or change these items. We will make the process of getting ready to drive on North Carolina roads fast and easy, so enjoy as we make your life a bit less complicated.

**Tip**

Avoid the long lines and make an appointment to visit your local DMV office to ensure that your next visit goes fast and smoothly.
Getting Your
First North Carolina Driver License

You must remember that the roads are not always safe. Therefore, it is in your best interest to fully prepare for whatever may come your way before you begin driving.

When you begin driving, you not only take on the responsibility for your safety, but you also take on responsibility for the safety of your passengers and the passengers in the vehicles around you. In order to prepare for that responsibility, you can obtain your learner’s permit and learn to drive with a supervising driver.

In this section of our guide, you will learn how to obtain a North Carolina learner permit and driver license. The process for obtaining a permit or license in North Carolina will depend on your age and your experience as a licensed driver. Follow the steps below that best fit your situation, and soon you will be holding that brand new license.
Adult Drivers: Never Had a Driver License

If you are 18 years of age or older, have never had a license and are now looking to obtaining one, then you have come to the right place. To understand how to obtain your learner's permit if you are 18 years of age or older, follow the steps below:

Visit a nearby DMV office.

Provide TWO documents that prove your age and identity. At least one must state your full name and date of birth. Acceptable forms of documentation include, but are not limited to:

- A certified birth certificate.
- A valid, unexpired passport.
- Tax forms that include your full name and Social Security Number (SSN).
- A US Military ID.
- A certified marriage certificate.
- A court document, such as a divorce decree or certified court order for child support.

Provide ONE proof of your residency.

- If you are a U.S. citizen, you may provide one of the following documents:
  - A utility or cable bill
  - A North Carolina voter precinct card
  - Military Orders/Documents
  - A housing lease or contract
  - A mortgage, property or income tax statement
  - A pre-printed financial statement
  - School records
  - A North Carolina vehicle insurance policy
  - A letter from a homeless shelter
  - Any document issued by the government

Provide ONE proof of your Social Security Number (SSN). Acceptable documents include a:

- Social Security card.
- W-2 Form.
- 1099 Tax Form.
- Payroll record.
- Social Security document showing the SSN.
- Military Record containing the SSN.
- DD-214 Form.
- Medicaid or Medicare Card showing the SSN.
If you are a not a U.S. citizen, you may provide one of the following forms of documentation to demonstrate your legal presence:

- An I-551 Permanent Resident Card
- An I-766 Employment Authorization Card
- A Machine-Readable Immigrant Visa (MRIV)
- An I-327 Re-Entry Permit with supporting immigration documentation
- An I-94 Arrival/Departure Record
- An I-220B Order of Supervision with supporting documentation
- An I-521L Authorization for Parole of an Alien Into U.S. with supporting documentation
- An I-797 Notice of Action
- A DS-2019 accompanied by an I-94
- An I-20 accompanied by an I-94
- An I-571 Refugee Travel Document with supporting documentation
- A temporary I-551 stamp on an I-94 or a passport

Provide ONE proof of liability insurance. Acceptable documents include:

- A DL-123 Form from your insurance company.
- An insurance card stating your name, policy number and both the issue and expiration dates.
- An insurance binder.
- An NC vehicle insurance policy showing your name and the policy’s issue and expiration dates.

Pass the vision test.

Pass the traffic signs test.

Pass the driving knowledge written test.

Have your photo taken.

Pay the learner permit fee of $20.

Getting Your Driver License

While driving with your learner permit, you will need to have a licensed, supervising driver seated in the front seat. In order to obtain your driver license and enjoy full driving privileges, you must complete the following steps:

Pass the behind-the-wheel driving test.

Pay the driver license fee of $5 per year.

If you complete these steps successfully, you will receive a temporary driving certificate that will remain valid for 20 days. You will receive your license by mail within 20 days.
Teen Drivers

If you are a teenager on the brink of entering adulthood, then you may be dreaming of obtaining your driver license. We are here to help you to make that dream a reality. In North Carolina, prospective drivers who are at least 15 years of age but younger than 18 years of age will have to complete the Graduated Licensing program. For each step toward obtaining your license, we will outline and help you to better understand each procedure you must complete. As a new driver, it is important that you carefully read through each step and fully understand the process. This is to ensure that you avoid any complications, but also to be sure that you are well prepared for your responsibilities on the road.

Step 1: Driver Education

In order to obtain your North Carolina driver license as a teen younger than 18 years of age and you do not have your high school diploma or equivalent, you will have to obtain a Driving Eligibility Certificate by attending and passing a Driver Education class. In order to enroll in a Driver Education class, you will need to:

- Be at least 14.5 years of age.
- Possess a copy of your birth certificate or passport.
- Be enrolled in school.
- Be making progress toward obtaining a high school diploma.

You can enroll in a Driver Education class through your high school. In your Driver Education class, you will have to complete two phases and take a vision test in order to pass. The first phase, the Classroom Phase, will consist of 30 hours of classroom instruction, while the second phase will consist of behind-the-wheel practice. You are not allowed to move onto the second phase until you complete the first phase of the course and pass the vision test.

If you do not obtain a Driving Eligibility Certificate, you will have to either graduate from high school or obtain your GED in order to apply for your driver license. Otherwise, you will have to wait until you turn 18 years of age to obtain your adult learner permit.
Once you have completed the steps above, you will receive your Limited Learner Permit. You will then be required to practice driving a vehicle under supervision until you are officially ready to obtain your Limited Provisional License and eventually, your Full Provisional License.

Follow the steps below to obtain your Limited Learner Permit:

Step 2: Limited Learner Permit (Level One)

The next step you must take after you have finished your Driver Education class is to obtain your Limited Learner Permit. You must be at least 15 years of age to obtain a Limited Learner Permit. This permit will allow you to practice driving a vehicle under supervision until you are officially ready to obtain your Limited Provisional License and eventually, your Full Provisional License.

Follow the steps below to obtain your Limited Learner Permit:

Visit a nearby DMV office.

Provide TWO documents to prove your identity. At least one of these documents must state your date of birth. Acceptable forms of documentation include, but are not limited to:

- An original birth certificate.
- A valid, unexpired passport.
- An original Social Security card.
- An official, signed school transcript.
- An unexpired U.S. Military Dependents card.
- Valid, unexpired documents issued by the U.S. Bureau of Immigration Services.

Provide ONE proof of your Social Security Number (SSN). Documents may include:

- Social Security card.
- W-2 Form
- 1099 Form.
- DD-214 Form.
- Medicaid or Medicare card showing the SSN.
- Payroll record.
- Property tax record.
- Social Security document showing the SSN.
- Military Dependents card.

Pay a fee of $20.

Once you have completed the steps above, you will receive your Limited Learner Permit. You will then be required to practice a minimum of 60 hours of driving while accompanied by a supervising driver. In order to proceed to the next Graduated Licensing level, you must record your driving experience on the Driving Log to Advance to N.C. Level 2 Limited Provisional Driver License Form (DL-4A).

Step 3: Limited Provisional License (Level Two)

The next step you must take after you have obtained your Limited Learner Permit is to obtain your Limited Provisional License. This license will allow you to continue practice driving until you are eligible to obtain your Full Provisional License. This process is fairly simple and will take only a small amount of preparation on your part.

To obtain your Limited Provisional License, you must:

Be at least 16 years of age, but no older than 18 years of age.
Once you meet these conditions, you can take the following steps to apply for your Limited Provisional License:

- Visit a nearby DMV office.
- Provide your Limited Learner Permit.
- Provide your completed Driving Log to Advance to N.C. Level 2 Limited Provisional Driver License Form (DL-4A).
- Provide ONE proof of liability insurance document.
- Pass a behind-the-wheel road test driving exam.
- Pay a fee of $20.

**Step 4: Full Provisional License (Level Three)**

The last stage of the Graduated Licensing Program is the Full Provisional License. With a Full Provisional License, you can drive unsupervised at any time of day or night. To obtain your Full Provisional License, you must:

- Have held a Limited Provisional License for at least six months.
- Have no convictions involving moving violations or cell phone/seat belt infractions within the last six months.
Once you meet these conditions, you can take the following steps to obtain your Full Provisional License:

- Visit a nearby [DMV office](#).
- Provide your Limited Provisional License.
- Provide ONE proof of liability insurance document.
- Provide your completed [Driving Log to Advance to N.C. Level 3 Full Provisional Driver License Form (DL-4B)](#).
- Pay a license fee of $5 per year.

**Restrictions**

While you are completing the Graduated Licensing program, you will have to comply with certain restrictions. The specific restrictions will depend on the level of your current driver license. These restrictions prevent distracting and dangerous situations, protecting you, your passengers and others on the road.

When driving with a Level One Limited Learner Permit, you must observe the following restrictions:

- When operating a vehicle, you must always be accompanied by a supervising driver.
When driving without a supervising driver, you may have no more than one passenger who is younger than 21 years of age. However, this limit does not apply if the passengers are part of your immediate family or household.

You are not allowed to use a cell phone or other mobile phone technology while driving a vehicle in public areas.

When driving with a **Level Three Full Provisional License**, you are not allowed to use a cell phone or other mobile phone technology while driving a vehicle in public areas.

---

**Notes**

For the Graduated Licensing program, the North Carolina DMV requires a supervising driver to be a parent, guardian or grandparent of the teen driver OR a responsible adult who has been approved by the teen driver's parent or guardian. Supervising drivers are required to have been licensed for at least five years, and they must currently hold a valid driver license. Whenever a supervising driver is required, he or she must sit in the front seat next to the driver.

Although teen drivers are restricted from using mobile phone technology while operating a motor vehicle on public roads, they may legally violate this restriction in cases of emergency. In emergency situations, teen drivers may contact emergency services, such as a hospital, fire department or law enforcement. Additionally, they are permitted to use mobile technology to contact a parent, legal guardian or spouse regarding within an emergency situation.
Adult Driver: New Resident

If you already hold a driver license from another state and have become a new resident of North Carolina, you will need to obtain a North Carolina license within 60 days. To apply for a North Carolina license, you will need to complete the following steps:

- Visit a DMV location in person.
- Present your valid license issued by your previous state of residence.
- Pass the Traffic Signs test.
- Pass the Vision test.
- Have your photo taken.
- Pay a license fee of $5 per year.

If your out-of-state license has been expired for more than two years, you will be required to take the written test and the on-road driving test in order to obtain a North Carolina license.
Required Tests

**Vision Test**
Getting your vision checked before you obtain your learner permit or driver license is essential to ensure that you are physically capable of driving. The vision exam will require you to demonstrate a minimum standard of vision. If you require corrective lenses to meet this minimum standard, then your license will state that you must wear corrective lenses whenever driving. If you are caught driving without your lenses, you will face the same penalty as driving without your license.

**Written Test**
To obtain your learner permit, you will have to pass a written test, which is also referred to as a knowledge test. In order to prepare for the written exam, you will need to review all information regarding driver safety and traffic laws. To prepare for the test, you can review the *North Carolina Driver's Handbook*. You can also prepare for the exam by taking a [sample written test](#) made available by the North Carolina DMV.

**Traffic Signs Exam**
You are also required to pass a separate traffic signs test before you are able to obtain your learner permit or driver license. To pass this test, you must be able to identify traffic signs by color and shape, as well as explain the meaning of each sign. You will need to identify both Regulatory Signs and Warning Signs. To prepare for the traffic signs exam, you can study Chapter Five of the *North Carolina Driver's Handbook*.

**Driving Test**
You must pass a road skills driving exam before you can obtain your driver license. You can only take this on-road driving exam after you have completed the other tests. During the driving test, you will be accompanied by an examiner, who will assess your driving skills. You will be required to perform some basic driving maneuvers and demonstrate your ability to drive safely in traffic while obeying traffic laws. Throughout the test, the driving examiner will grade your ability to perform certain driving skills, which include, but are not limited to:

- Using turn signals.
- Driving in reverse.
- Approaching intersections safely.
- Yielding the right of way.
- Making appropriate turns.
- Maintaining good driving posture.
- Following other vehicles.
Tip

Make sure to look through the North Carolina Drivers Handbook in order to prepare for the written, traffic signs and driving tests.
Renewing Your License

You must renew your North Carolina license when its expiration date is near. A North Carolina driver license expires every eight years if the license holder is 18 to 65 years of age.

North Carolina drivers who are 66 years of age or older must renew their driver license every five years.

The DMV sends drivers a reminder card before their license expires. However, you do not need to have this card in order to renew your license. You may renew your license up to six months (180 days) before the license’s expiration date. However, military personnel who will be deployed may renew their driver license up to one year in advance, as long as they provide military orders showing that they will be on active duty outside of North Carolina.

While you can still renew your license after it expires, many drivers prefer to renew as soon as they are eligible to do so. You cannot renew your license if it has been expired for more than two years. Before you renew your license, it is best that you thoroughly understand the process so that you can avoid any errors or issues that may occur.

Renewing in Person

If you are renewing your driving license for the first time, then you must do so in person at a DDS Customer Service Center. You will have to:

Visit a nearby DMV office.
Renewing by Mail

Renewing your driver license through the mail is only available through the DMV if you meet one of the following conditions:

- You are temporarily out of state and have been for 30 or more days.
- You are an active duty member of the military who is currently stationed outside of North Carolina.

Drivers who renew by mail will be required to pay the license renewal fee of $5 per year.

Renewal by Mail for Non-Military Drivers

If you are a non-military resident of North Carolina and you complete a renewal by mail, the DMV will send you a temporary license rather than a new, renewed license. The temporary license will expire 60 days after you return to North Carolina OR on the expiration date printed on the temporary license (whichever comes first). Once back in North Carolina, you will have to visit a DMV location to obtain a renewed permanent license.

In order to renew your driver license by mail, you must meet these additional conditions:

- You must have a permanent residential address in North Carolina.
- Your driver license cannot be expired for more than two years.
- The DMV must have a photo of you that is no more than five years old.
The DMV must have your Social Security Number (SSN) or proof of legal presence documents on file.

You must complete a vision statement and a National Sex Offender affidavit. Both documents will be provided by the DMV.

You must not be older than 72 years of age when you request a renewal by mail.

You must have renewed in person for your last driver license renewal.

To obtain additional information about renewing by mail, you can contact the DMV. You can obtain a copy of the Temporary Driver License Renewal Application here.

Renewal by Mail for Active Duty Military Members

If you are a member of the military temporarily stationed outside of North Carolina (or a spouse or dependent of one), you are able to obtain a new, permanent driver license by renewing through the mail.

In order to renew your driver license by mail, you must meet these additional conditions:

You must have a permanent residential address in North Carolina. Alternatively, you can provide the address of a host family.

You must provide military orders and a copy of your military identification card (both front and back).

Your driver license cannot be expired for more than two years.

The DMV must have a photo of you that is no more than eight years old.

The DMV must have your Social Security Number (SSN) or proof of legal presence documents on file.

You must complete a vision statement and a National Sex Offender affidavit. Both documents will be provided by the DMV.

You must not be older than 72 years of age when you request a renewal by mail.

After renewing successfully, you will not be required to visit a DMV location until your new license expires again (usually five or eight years later, depending on your age). For more information about renewing by mail as an active duty member of the military, you can contact the DMV online or by calling (919) 861-3330. You can obtain a copy of the Temporary Driver License Renewal Application here.
Renewing Online

Many drivers prefer to renew their license online. In North Carolina, drivers may renew a license online for every other required renewal. In other words, drivers cannot renew their license online twice in a row. If you renewed your license in person last time, then you may be eligible to renew your license online in just a few minutes, without having to leave your home. You cannot renew online if you:

- Have a license restriction other than a corrective lenses requirement.
- Are in the medical review program.
- Have an expired or revoked license.

If you meet any of these criteria, then you must instead renew at a DMV office. If you are eligible to renew online, you must first gather the following items and information:

- Your valid, unexpired driver license.
- The last four digits of your Social Security number (SSN)
- Your email address
- A credit or debit card

Once you have these items, you can complete your online renewal by taking the following steps:

- Visit the North Carolina [DMV Driver License Online Renewal](https://www.nccdmv.gov/DriverLicense/OnlineRenewal) page.
- Verify your identity, eyesight and the accuracy of your information.
- Accept the terms of service.
- Log in by entering your Driver License number, Date of Birth and last four digits of your SSN.
- Complete the steps for renewal.
- Pay a renewal fee of $5 per year using your credit or debit card.

Once you have successfully renewed your license online, the DMV will mail your new license to you within 7-14 business days.

**Tip**

Make sure you verify your address on your documents, permit or license before you leave the DMV. If anything is incorrect, notify a DMV representative immediately before you leave.
Updating Your License Information

Many people experience common life changes, which can involve changing a name or moving to a new neighborhood. If you have experienced these changes, then updating this information on your driver license is essential. To do so, you need to inform the North Carolina DMV of these changes. You can complete the process successfully by following the steps below.
Changing Your Name

Making the decision to change your name is not only a big personal decision, but it will also greatly affect your identification documents. If you have officially changed your name, then you will be required to change your name on your identification documents and cards, including your driver license. In North Carolina, you are required to request a duplicate driver license no more than 60 days from the time you officially change your name.

To change your name on your driver license, you must:

1. **Complete any required forms at the DMV office.**
2. **Pay a fee of $13 for a duplicate license reflecting your new name.**

**Changing Your Address**

If you have recently moved to a new address within North Carolina, it is essential that you update the address on your driver license. In North Carolina, you are required to request a duplicate driver license reflecting the new address within 60 days of your move.

When it comes to updating your address on your driver license, the process is identical to replacing your driver license. If you would like to understand the steps to take in order to change your address on your driver license, please take a look at the following section, **Replacing Your License.**

**Tip**

Before you go to the DMV to change your name on your license, permit or ID card, you must make sure that the SSA has updated your file with your new name. Otherwise, the DMV office will not allow you to change your name. It takes a minimum of 24 hours for the SSA to update information in files, so be sure to plan ahead.

**Change your name with the Social Security Administration (SSA).**

**Visit a nearby DMV office.**

**Provide your name change document. This may include:**

- A certified marriage certificate.
- A notarized DL-101 form obtained from a DMV office.
- Documentation from the courts or the Register of Deeds establishing the name change.
- A divorce decree that includes the name change.

**Provide your current driver license OR two documents to prove your identity. Proof of identity documents include, but are not limited to:**

- A certified birth certificate.
- A valid, unexpired passport.
- Tax forms that include your full name and Social Security Number (SSN).
- A US Military ID.
- A certified marriage certificate.
- A court document, such as a divorce decree or certified court order for child support.
Replacing Your License

If your license has been lost, stolen or destroyed, the North Carolina DMV can help you to obtain a new driver license as soon as possible. You will also need to apply for a duplicate license if you have changed your residential address. Fortunately, you have multiple ways to obtain a replacement license. Keep in mind that you cannot apply for a duplicate license if your current license is expired, suspended or cancelled.

Replacing Your License in Person

You can take the following steps to replace your driver license in person:

1. Visit a nearby DMV office.
2. Provide your current driver license OR two documents to prove your identity. Proof of identity documents include, but are not limited to:
   - A certified birth certificate.
   - A valid, unexpired passport.
   - Tax forms that include your full name and Social Security Number (SSN).
   - A US Military ID.
   - A certified marriage certificate.
   - A court document, such as a divorce decree or certified court order for child support.
Replacing Your License Online

To maximize convenience, you may request a duplicate license online instead of visiting a DMV office in person. To replace your North Carolina driver license, you must:

- Have your photo on file with the DMV.
- Have a valid Social Security Number (SSN) or legal presence document on file with the DMV.
- Not have a suspended license.
- Not have any outstanding debt owed to the DMV.

If you meet the above criteria, you can then replace your driver license online by following these steps:

- Visit the DMV Duplicate Driver License portal.
- Log in by entering your Driver License number or last name, date of birth and identification information (SSN, Alien or I-94 number).
- Complete the steps for renewal.
- Pay a replacement fee of $13 using your credit or debit card.

Tip

All NCDMV office locations accept payments in cash, money order and personal checks, as well as Visa, MasterCard, Discover and American Express credit and debit cards. NCDMV online services only accept Visa, MasterCard, Discover and American Express credit and debit cards.
Reinstating Your Driver’s License

A license suspension or revocation means that the driver has lost his or her driving privileges. In North Carolina, common reasons for suspensions and revocations include Driving While Impaired (DWI) charges, excessive speeding, driving with an already suspended or revoked license or receiving too many points on your license. The DMV will only reinstate your suspended driver license or restore your revoked driver license if you complete all of the necessary requirements.

In order to reinstate your suspended driver license, you must satisfy the terms of your suspension. You must then pay any fines and fees you owe. The following are some common fees for suspended licenses:

- **Restoration Fee ($65):** You must pay this fee to restore your driving privileges when your suspension or revocation period ends.

- **Service Fee ($50):** You must pay this fee if you did not submit your driver license to the DMV when you began your license suspension or revocation period.

- **DWI Reinstatement Fee ($130):** You must pay this fee if you have completed a suspension for DWI.

You can pay your reinstatement fees in person at the nearest DMV office when you visit to have your license reinstated. You may also pay by mail. If you pay by mail, your payment must be in the form of a check or money order. The check or money order must be payable to NCDMV. You must include your driver license number, full name and date of birth on the check or money order. Send payments to:

**NCDMV Fiscal Unit**

P.O. Box 29615  
Raleigh, NC 2626-0615

These fees do not include the costs of obtaining a new or duplicate license. You may also have to pay other fines imposed by the court or the DMV.
To complete the driver license reinstatement process, you must:

- Visit a nearby [DMV office](#).
- Provide TWO documents to prove your identity. Proof of identity documents include, but are not limited to:
  - A certified birth certificate.
  - A valid, unexpired passport.
  - Tax forms that include your full name and Social Security Number (SSN).
  - A US Military ID.
  - A certified marriage certificate.
  - A court document, such as a divorce decree or certified court order for child support.
- Pay restoration and/or service fees if you have not already.
- Apply for a new driver license if required.
- Take any required tests.
- Provide ONE proof of liability insurance. Acceptable documents include:
  - A DL-123 Form from your insurance company.
  - An insurance card stating your name, policy number and the policy's issue and expiration dates.
  - An insurance binder.
  - An NC vehicle insurance policy showing your name and the policy's issue and expiration dates.

**Administrative Hearings**

If you have a revoked driver license, you may need to request an administrative hearing in order to become eligible for license reinstatement. You may also be able to request an administrative hearing if you wish to contest a license suspension or obtain an early reinstatement of a suspended license.

To request an administrative hearing, you must complete a [Driver License Hearing Request Form (HF-001)](#). You must include the appropriate payment with the request form. Hearing fees will depend on the nature of your suspension or revocation. You can find all hearing fees listed on the form. Once you complete the form and have payment ready, you can send the form to:

- **3118 Mail Service Center**
  - Raleigh, NC
  - 27697-3118

**Driving While Impaired (DWI)**

North Carolina's DWI laws include serious penalties for offenders. The following are mandatory penalties for DWI convictions in North Carolina:

- **First Conviction**
  - Your driver license will be revoked for one year.
- **Second Conviction**
  - If your previous offense happened within the last three years, your driver license will be revoked for four years.
- **Third Conviction**
  - If at least one of your previous two offenses happened within the last five years, your driver license will be revoked permanently.
- **Fourth Conviction**
  - Your driver license will be revoked permanently. This conviction will be considered a felony if your last three offenses occurred within the last seven years.
Getting a North Carolina ID Card

If you are not able to or not interested in obtaining a driver license, then you may consider applying for an identification (ID) card instead. An ID card is a form of identification that can help you when you are required to show proof of your age and/or identity. If you are considering obtaining your first North Carolina ID card, then you will need to know the proper procedures and steps to take. In this section, we will help guide you through the process of how to obtain, replace, renew and update your ID card so you will be well prepared for all situations.
Obtaining Your Identification Card

When it comes time to apply for your ID card, the process is simple. All it requires is that you take the following steps:

Visit a nearby DMV office.

Provide TWO documents that prove your age and identity. The documents must state your full name and date of birth. Acceptable forms of documentation include, but are not limited to:

- A certified birth certificate.
- A valid, unexpired passport.
- Tax forms that include your full name and Social Security Number.
- A valid, unexpired US Military ID.
- A certified marriage certificate.
- A court document, such as a divorce decree or certified court order for child support.

Provide your Social Security number (SSN). If the DMV is unable to verify your SSN, you may have to present ONE of the following documents:

- A Social Security card
- A W-2 Form
- A 1099 Tax Form
- A payroll record
- A Social Security document showing the SSN
- A Military Record containing the SSN
- A DD-214 Form
- A Medicaid or Medicare Card showing the SSN

Provide proof of your North Carolina residency. Acceptable documents include the following:

- A utility or cable bill
- A North Carolina voter precinct card
- Military Orders/Documents

- A housing lease or contract
- A mortgage, property or income tax statement
- A pre-printed financial statement
- School records
- A North Carolina vehicle insurance policy
- A letter from a homeless shelter
- Any document issued by the government
To obtain your identification card, you may have to pay a fee of $13. However, you may be eligible to receive an ID at no cost. If you are registered to vote in North Carolina and you do not have an acceptable form of photo identification, you qualify to obtain a no-fee ID card. You will be required to sign a declaration stating that you do not have an acceptable form of photo identification. If you are not registered to vote but want to become registered, you can visit the DMV and complete a voter registration application. If you do not have an acceptable form of identification, you will also be eligible to receive a cost-free identification card.

You can also receive a no-fee ID card if you are 70 years of age or older, blind, homeless or diagnosed with a developmental disability. If you are homeless, you must provide the DMV with a letter from the director of a facility for the homeless. If you have a developmental disability, you must have your doctor complete the Physician’s section of the Application for Identification Card. Alternatively, your physician may provide a signed letter certifying your disability. A no-fee ID is also provided for residents who have had their license cancelled due to a physical or mental disability or illness.

If you are a non-citizen without an SSN, you may provide one of the following documents to demonstrate your legal presence:

- An I-551 Permanent Resident Card
- An I-766 Employment Authorization Card
- A Machine-Readable Immigrant Visa (MRIV)
- An I-327 Re-Entry Permit with supporting immigration documentation
- An I-94 Arrival/Departure Record
- An I-220B Order of Supervision with supporting documentation
- An I-521L Authorization for Parole of an Alien Into U.S. with supporting documentation
- An I-797 Notice of Action
- A DS-2019 accompanied by an I-94
- An I-20 accompanied by an I-94
- An I-571 Refugee Travel Document with supporting documentation
- A temporary I-551 stamp on an I-94 or a passport

Complete and submit the Application for Identification Card.

Pay the new identification card fee of $13.

You will receive your identification card in the mail within 10 business days.

No-Fee ID Cards

To obtain your identification card, you may have to pay a fee of $13. However, you may be eligible to receive an ID at no cost.

If you are registered to vote in North Carolina and you do not have an acceptable form of photo identification, you qualify to obtain a no-fee ID card. You will be required to sign a declaration stating that you do not have an acceptable form of photo identification. If you are not registered to vote
Before you get behind the wheel, it is important to make sure that your vehicle is safe and prepared for any trip.

This means checking the safety features and making any needed changes to your vehicle to guarantee a safe drive. Be sure to regularly check that your brakes are functioning properly and your tires are inflated and not worn out. Have the steering and suspensions checked by a mechanic.
One of the most dangerous times to drive is during the winter, especially if you live in an area that is prone to ice and snowfall. Consider the tips below to drive safely during the winter.

**Emergency Kit**

One of the essentials to safe driving is having a basic emergency kit available in your vehicle at all times. This kit should include items such as water, extra batteries, rope, First Aid items, matches and a whistle. During the winter months, it is also important to carry items such as blankets, non-perishable foods, a shovel and extra gloves and socks.

**Winter Driving**

One of the most dangerous times to drive is during the winter, especially if you live in an area that is prone to ice and snowfall. Consider the tips below to drive safely during the winter.

- **Don’t Rush!**
  Roads are often covered in snow and ice after snowfall. Instead of driving fast and risking an accident as you hurry to get to your destination, try leaving a few minutes earlier than usual. This will allow you to drive slower and avoid other dangerous drivers without being late for your appointment.

- **Don’t Panic if You Skid or Slip**
  In the event that your vehicle does skid or slip while you are driving, make sure you do not panic and slam down on your brakes. Instead, apply slow and even pressure on your brakes until you stop. This will prevent you from spinning further out of control.

- **Check Your Vehicle**
  Before you leave your house, make sure your vehicle’s controls, brakes, tank, tires, antifreeze and exhaust are all in working order. It is also important that you remove any ice and snow from your car before you begin driving. This prevents the snow from blocking your view while you drive or flying off and hitting someone while the vehicle is in motion.
Drinking and Driving

Every year, thousands are killed as a result of drinking and driving. These unfortunate events can be prevented if drivers plan ahead of time and take certain steps.

Before you begin drinking, arrange for someone else to be the designated driver. If they also become intoxicated, it is important that you take a taxi. Never allow someone drunk to drive. Instead, take away their keys and call for alternative transportation. If you see someone who you suspect is drunk and showing signs of intoxication while driving – such as making wide turns, weaving, swerving, breaking erratically or turning abruptly – call 9-1-1 and contact authorities immediately. Make sure to avoid them on the road to ensure your own safety. This could mean you pulling over until they are at a safe distance from your car.

Using Your Phone

Driving while using your cell phone is one of the most dangerous actions you can perform. During those few seconds that your attention is diverted to your phone, a major accident could occur. Make sure to avoid texting, using the internet on your phone or receiving calls while you drive.
Aggressive Driving

Aggressive driving and drivers should both be avoided to prevent on-road aggression or accidents. Aggressive driving is categorized as exhibiting behaviors such as tailgating, verbally or physically harassing another driver or preventing another driver from merging or passing.

If you are an aggressive driver, you are putting others at risk every time you engage in any of the above behaviors. When you encounter a frustrating situation on the road, instead of becoming aggressive, take a moment, breathe and continue moving.

Wasting Gas

If you drive often, you can start looking for ways to save on those expensive trips to the pump. Some of the ways that you can start saving gas are by turning off the air conditioning, not leaving your engine running and avoiding speeding. These things are preventable and not necessary for you to drive. Therefore, you can quickly reduce the amount of gas you waste.

Another way to save on gas is to make sure that your vehicle is functioning properly. You can do this by checking that your tires are properly inflated and your engine is properly tuned.
DMV

Hours and Locations

To find the DMV office closest to your location, along with information such as business hours and contact information, you can click here and search by county.

If you need to contact the North Carolina DMV, you can send a message to one of the following emails, depending on your needs. The customer service representatives are available during the business hours of 8 a.m. to 5 p.m., Monday through Friday.

To contact the DMV regarding Driver License Information, please click here.

To contact regarding Online Duplicate Driver License questions, click here.

If you have any other questions, you can call the following number:

North Carolina DMV:
919-715-7000

If you need to contact the North Carolina DMV office by mail, please send your letters to the following addresses based on the service you need:

Driver License Services
3114 Mail Service Center
Raleigh, NC 27697-3114

Driver License Hearings
3116 Mail Service Center
Raleigh, NC 27697-3116

Driver License Restoration Fees
3111 Mail Service Center
Raleigh, NC 27697-3111

In/Out of State Citations, Address Changes
3120 Mail Service Center
Raleigh, NC 27697-3120

To contact the DMV regarding Driver License Information, please click here.

To contact regarding Online Duplicate Driver License questions, click here.

If you have any other questions, you can call the following number:

North Carolina DMV:
919-715-7000

If you need to contact the North Carolina DMV office by mail, please send your letters to the following addresses based on the service you need:

Driver License Services
3114 Mail Service Center
Raleigh, NC 27697-3114

To contact the DMV regarding Driver License Information, please click here.

To contact regarding Online Duplicate Driver License questions, click here.

If you have any other questions, you can call the following number:

North Carolina DMV:
919-715-7000

If you need to contact the North Carolina DMV office by mail, please send your letters to the following addresses based on the service you need:

Driver License Services
3114 Mail Service Center
Raleigh, NC 27697-3114