

**POLICY FOR THE  
CLASSES OF PERSON AUTHORISED BY TRANSPORT FOR LONDON  
TO PAY THE CONGESTION CHARGE ON BEHALF OF THE REGISTERED  
KEEPER OF A VEHICLE**

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## 1. Interpretation

1.1 Unless otherwise expressly stated in this policy:

1.1.1 words and expressions used in this policy shall, unless the context otherwise demands, have the same meaning as ascribed to them under the Greater London (Central Zone) Congestion Charging Order 2004, as varied; and

1.1.2 words indicating the singular also include the plural, and words including the plural shall also include the singular.

## 2. Purpose of document

2.1 To set out the:

2.1.1 background to and purpose of the amendment of Article 6(5) of the Greater London (Central Zone) Congestion Charging Order 2004, as varied (the "Scheme Order"), and

2.1.2 current class of persons which Transport for London authorise to purchase a licence on behalf of the registered keeper of a vehicle.

## 3. Background

3.1 Road users have been affected by unofficial websites which offer to pay the Congestion Charge on behalf of the registered keeper of a vehicle. These websites charge an additional fee on top of the daily Congestion Charge. The additional cost of paying the Congestion Charge via such websites has been observed to be up to as much as £8 per payment. Claims are made on some websites that the "fee" relates to a list of so-called additional services, but in Transport for London's view the so-called additional services are non-existent or of no additional value. Numerous complaints have been received by Transport for London from people who have been misled into paying the unnecessary additional charges because they mistakenly assumed that a website (commonly known as a "copycat" website) was an officially approved website or was the official Transport for London website.

3.2 TfL has amended the Scheme Order so that it can refuse to accept Congestion Charge payments which it appears to Transport for London are made by "copycat" websites or other unauthorised third parties which mislead road users into paying an unnecessary fee in addition to the Congestion Charge.

3.3 The change will not affect Congestion Charge payments made pursuant to TfL's fleet scheme or Congestion Charge Auto Pay accounts (or any other similar arrangement).

3.4 TfL will retain flexibility to authorise payments from legitimate businesses or classes of business model, but wishes to be able to react to other “scams” that may develop in the future by blocking payments from unauthorised sources.

#### **4. Article 6(5)(aa)**

4.1 Article 6(5)(aa) of the Scheme Order provides that:

*(aa)*

*Transport for London may refuse an application for a licence in circumstances where it appears to Transport for London that the person seeking to purchase the licence:*

- (i) is not the registered keeper of the vehicle in respect of which a licence is being sought; and*
- (ii) does not fall within any of the classes of persons which Transport for London may, for the effective operation of the scheme, from time to time prescribe and publish on its website, as being authorised by Transport for London to purchase a licence on behalf of the registered keeper of a vehicle.*

4.2 The class of persons who are currently authorised by Transport for London to purchase a licence on behalf of the registered keeper of a vehicle in accordance with this policy is set out at paragraph 6 below. Where it appears to TfL that a person is not within that class, TfL may refuse to accept payment in accordance with paragraph 7 of this policy.

4.3 In future TfL may, for the effective operation of the scheme, from time to time exclude people (not being the registered keeper of the vehicle) from being eligible to apply for a licence. Those excluded may be defined, without being limited to the following by reference to the nature of the commercial or other relationship between the person seeking to purchase the licence and the registered keeper of the vehicle, the identity of either the person seeking to purchase the licence or the registered keeper of the vehicle, the source or means of payment, the previous relevant conduct of the person seeking to purchase the licence or the volume of licences being purchased in a single charging day.

#### **5. Fleet Auto Pay and CC Auto Pay not affected**

5.1 The following Congestion Charge payments will not be affected by this policy:

##### **5.1.1 Payment made via Fleet Auto Pay**

Payments made in accordance with the provisions of Article 6(11) of the Scheme Order are excluded from the scope of this policy.

#### **5.1.2 Payment made via CC Auto Pay**

Payments made in accordance with the provisions of Article 6A of the Scheme Order are excluded from the scope of this policy.

### **6. Classes authorised by Transport for London to purchase a licence on behalf of the registered keeper of a vehicle**

6.1 **Class 1:** Any person who is not the registered keeper of the vehicle in respect of which a licence is sought and who does not charge any fee or any other cost, in addition to the applicable Congestion Charge.

### **7. Effect of not being within a class of authorised persons**

7.1 Where it appears to TfL that a person is not within any class set out at paragraph 6 above, TfL may:

7.1.1 refuse to accept payment of the Congestion Charge by any means appropriate, and

7.1.2 decline to accept any future attempted payment/s of the Congestion Charge by that person.

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