



Louisiana Department of Public Safety

Office of Motor Vehicles

**Policy 5.00 Identity Theft and Issuance of a New Driver's License or ID Card**

**Section:** 2. Driver's License Laws

**Effective Date:** 11/15/1996

**Revised Date:** 04/03/2024

**Authority:**

Administrative

**General:**

- A replacement credential (driver's license or identification card) may be issued due to identity theft and fraudulent use of the credential.
  - Proof that identify theft or fraud has occurred is required.
  - A new operator's license number will only be issued if the old operator's license number was valid (i.e. not blocked against renewal/reissuance, suspended, etc.).

**Requirements:**

- A written request to have a replacement credential issued must be signed by the individual and must include a detailed account of the fraudulent use of the driver's license or identification card.
- A copy of the police report indicating that they were the victim of identity theft.
- For a fraudulent use claim (rather than just theft), copies of all investigative supporting documentation must be submitted from the credit bureau, bank, lending institution, department store, etc.

**Procedures:**

- **Verification of Documents**
  - Verify the validity of the police report and supporting documents before gaining approval to issue a new license.
  - Verification of documents shall be made by contacting the police department and/or the businesses associated with the identity theft investigation. This may be done by phone, fax, or email.
- **Issuance Approval**
  - Approval must be granted by the chain of command, unless previously approved by the CDL Help Desk Manager, OMV Regional Manager, Section Manager, Administrator, Deputy Commissioner, or Commissioner.
  - The approver must indicate, in writing, that the information was verified. Only then will the approver give the necessary authorization to issue a new driver's license or identification number.
- The individual will be charged for the issuance of the new license or ID card.
- Prior to issuance of a new CDL number, the CDL/PDPS Help Desk must be contacted.

- Once the new operator's license number has been issued, immediately call the CDL Help Desk to cancel or delete the old number. Any existing driving records must be transferred immediately to the new driver's license number by emailing the Compulsory Insurance Unit Manager.
- If the request for a new driver's license or identification number is denied, the individual must be advised.
- **All** documentation shall be sent to the Document Management Unit to be scanned to the individual's record under the existing driver's license or identification card number.