



## Frequently Asked Questions about Your New Driver's Licence and Photo ID

### **Why are you changing our driver's licence and photo ID cards?**

The new driver's licence and photo ID cards will have enhanced security features that will help prevent identity theft and fraud. New Brunswick, Nova Scotia, Prince Edward Island and Newfoundland and Labrador are changing to the new cards at the same time. All other Canadian jurisdictions with the exception of Yukon and more than half of U.S. states have the new secured cards and have a central issuance model in which cards are sent securely by mail.

### **Will I have to do anything differently the next time I renew my licence?**

No. Simply visit your local Service New Brunswick location when it is time to renew your card. You will have to present your old card just as before, and have your photo taken. The only difference is that you will receive a 30-day temporary document and your card will arrive securely in the mail, just like if you were renewing your passport or applying for a Medicare card.

### **Why are we receiving the cards through the mail?**

The physical printing of the cards will be done offsite at a facility that uses advanced security features. However, the rest of the business transaction will continue to be performed by staff at Service New Brunswick.

### **How long will it take to receive my card?**

You should expect your card within 14 days. Plan ahead. Give yourself enough time to receive your new card in the mail.

### **What do I use while I am waiting for my new licence?**

You will keep your existing card (if you have one) and a temporary document you will receive when you apply for your new licence. The temporary document will be valid for 30 calendar days.

### **Do I keep my old driver's licence?**

Keep your old card and receipt until your new secure card arrives in the mail within 14 days. Once a new card arrives, we strongly encourage you to destroy your old card, just as you would an old credit card.

### **What makes this card more secure?**

The new cards feature multiple layers of security to help prevent identity theft and fraud. It meets many industry and government standards.

### **Does this mean that our current driver's licence and photo ID cards are not secure?**

Our current cards are secure, however, the new cards offer enhanced security. It is important to remember that card security evolves over time as threats to personal identity become more sophisticated. The new polycarbonate card body is more durable and tamper-resistant, while the laser engraving of the photo and your personal data provides protection against data manipulation and forgery.

### **Can I get a new driver's licence even if mine is not up for renewal yet?**

Yes, you can renew your driver's licence up one year in advance of your current expiry date. You can also purchase a replacement driver's licence, as is done with a lost licence, with the same expiry.

### **Are my current driver's licence and photo ID cards still valid?**

Your driver's licence and photo ID remain valid until the expiry date indicated on the card. Remember to give yourself enough time to receive your new card in the mail, especially if you plan to travel out of province.