



Renewing your Halton Resident plan at www.merseyflow.co.uk – a step by step guide

Renew online at
www.merseyflow.co.uk –
it's easy



**RENEW
ONLINE!**
It's easy

You can renew your
12-month plan up to 30 days
before it expires



merseyflow

Quicker, easier, more reliable journeys

How to renew...

Step 1



Scan or take photographs of your **current** driving licence, current council tax bill and V5C vehicle registration certificate ready to upload*

Step 2



Log in to your merseyflow account at **www.merseyflow.co.uk** and click '**renew my plan**'

Step 3



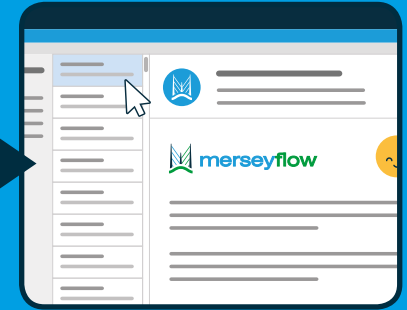
Pay your £10 annual fee

Step 4



Upload your **current** documents (driving licence, current council tax bill and V5C vehicle registration certificate)*

Step 5



You will receive a receipt by email for your payment

Once your documents have been approved, you will receive confirmation from us by email (this can take around five days).

*Please check all documents are valid first. Our handy troubleshooting guide below will help you. Documents must be less than 5MB

UK Driving licence

- Must be valid, so please check your expiry date (photocard licences last ten years).
- Must show your address in Halton.
- Provisional licences are accepted.
- If your driving licence requires an update contact us for further details on how we can approve your plan in the short term.

For more info on how to update your licence, go to www.gov.uk

V5C vehicle registration certificate

- Must show your name and your address in Halton.
- **I've got a lease car** – we can accept a copy of the hire/lease agreement. This needs to include your name, address, registration number and the start and end date of the hire/lease plan.
- **I've got a company car** – we can accept a letter of authorisation on company-headed paper confirming your name, address, registration number and stating you have sole use of the car.
- **I've got a Motability vehicle** – we can accept the Motability vehicle document (showing that you have sole use) instead of the V5C.
- **I'm a Motability-nominated driver** – we can accept a letter of confirmation of the nominated driver's details from Motability. The account will be set up in the nominated driver's name and we will require their council tax bill and driver's licence.
- **I've got a personalised registration plate** – we can accept the number plate authorisation certificate from the DVLA.

Council tax bill

- Must be your **current** council tax bill.
- Must show your home is in Halton and is in property bands A-F**.
- **I can't find my bill** – you can get a copy of your bill by emailing council.tax@halton.gov.uk
- **My name's not on the bill** – don't worry. As long as the property is within the required council tax bands and the address on the bill is the same as your driving licence and V5C, we can accept it.
- **I'm a tenant with council tax included in my rent** – please provide a copy of your tenancy agreement detailing this information.

**If you are in council tax band G or H you may qualify for help from the Halton Local User Discount Support Scheme – see www.merseyflow.co.uk/HLUDSS for more info

That's it...

you can enjoy another year of quick, easy and reliable journeys across the Mersey Gateway Bridge at no further cost.*

Please keep your current merseyflow sticker on your car windscreen – **you don't need a new one.**



As per merseyflow's terms and conditions, if you do not renew your Halton Resident plan you will be switched to a pre-pay sticker plan and you will have to pay for each crossing you make.

Using this pre-pay plan you will benefit from a 10% discount on each crossing. As you already have a sticker, the £5 registration fee for the pre-pay plan will not apply.

If you have previously selected the auto-top up feature on your account,

when your Halton Resident plan expires we will transfer your chosen top-up amount – which is a minimum of £20 – to your pre-pay plan from your linked bank account / credit card.

If you have not selected auto-top-up, then please ensure your merseyflow account balance does not go below £0 as this may result in a Penalty Charge Notice (PCN) being sent to you.

If you wish to close your account please contact us.

Other ways to renew are available:

 www.merseyflow.co.uk

 Merseyflow's Walk-in Centre, Howard Court, Manor Park, Runcorn WA7 1SJ

 01928 878 878

*Applies to personal journeys only – business journeys must be declared and paid for. Terms, conditions and fees apply.



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