

Reimbursement after an error made by a DIV agent.

If you notice that the DIV has made a mistake, (e.g.: wrong number plate format, incorrect details on the registration certificate), report this via email, by completing the ad hoc form clearly (see below) and by attaching proof of the error (e.g. copy of the registration request) to the following address:
div.cashback@mobiliteit.fgov.be

Do not forget to mark on the form your complete contact details, as well as the complete and correct bank account number for an eventual reimbursement. If the holder of the bank account is not the holder of the number plate concerned, the contact details of the holder should also be mentioned on the form.

The reimbursement will be made only if you have had to pay the same service twice (new number plate, new registration certificate) after having shown the proof of the error made by the DIV, who has subsequently corrected the situation. If it is accepted by the DIV, the reimbursement is made within six months of the decision to reimburse by the Service.