

**Off-road customer number** (see note 3)

|                      |                      |                      |                      |                      |                      |                      |                      |                      |                      |
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|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|

Company name / surname / customer name

Please tick if this is your first off-road refund claim

**Please ensure all fields are completed.** Incomplete forms will not be processed. Please read notes on the back of the form and print clearly.  
**If possible please group entries of the same registration plate together on this form.**

| Registration plate   | RUC licence number   | Distance claimed<br>(see note 4) | Reason code<br>(see note 5) | Method used to record distance claimed | Specify type<br>(see note 6) |
|----------------------|----------------------|----------------------------------|-----------------------------|--|------------------------------|
| <input type="text"/> | <input type="text"/> | <input type="text"/>             | <input type="text"/>        | <input type="text"/>                   | <input type="text"/>         |
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Brief description of off-road travel

What records are you able to supply to validate this claim?

**Claims must be supported by records, which must be retained by the applicant for the purpose of audit by NZ Transport Agency Waka Kotahi (NZTA) staff.**

All claims are subject to random and programmed audits, and claimants may be visited by NZTA staff.

I have read the notes on the back of this form. I certify that the particulars given are correct.

Signature of applicant

Date

Name of person completing this form

Email address

Please supply full address if you're a first time claimant or if you don't know your off-road customer number

Phone number (include area code)

Bank account number (see note 8)

|                      |                      |                      |                      |                      |                      |                      |                      |                      |                      |                      |                      |                      |                      |                      |                      |                      |                      |                      |                      |
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Bank account name (see note 8)

**FOR OFFICE USE ONLY**

Initials

Date

# RUCOR - NOTES

## 1. Completing this form

All panels on this application must be carefully and accurately completed. Incomplete, illegible or inaccurate applications will lead to inquiries and delayed refunds.

Please take a photocopy of this form before submitting if you require a copy for your records.

Send your completed application to:

**Email:** admin.RUCassessments@nzta.govt.nz

**Mail:** RUC Assessments  
NZ Transport Agency  
Private Bag 11777  
Palmerston North 4442

## 2. Your information

The information requested is required to process an application for a refund under section 30 of the Road User Charges Act 2012. Corresponding information held on the Motor Vehicle Register and Driver Licence Register may be amended.

NZTA, in its capacity as the RUC Collector (and its agents), will hold, store, use and disclose any personal information collected on this form in accordance with the Privacy Act 2020. NZTA (and its agents) may also use some of this information to communicate with you about road user charges matters, or to contact you for feedback on our services.

You're entitled to access, and request the correction of, any readily retrievable personal information that we hold about you. You can do so by writing to us at NZ Transport Agency, Private Bag 11777, Palmerston North 4442 or email: [info@nzta.govt.nz](mailto:info@nzta.govt.nz).

## 3. Off-road customer number

If you've claimed off-road refunds before, give us your off-road customer number. If you haven't claimed before, leave it blank.

## 4. Total distance claimed

Enter the total distance the vehicle has travelled off-road against the particular licence for that period. Distance claimed must be in whole kilometres only.

## 5. Reason code

| CLASS | INDUSTRY           | CLASS | INDUSTRY                       | CLASS | INDUSTRY                     |
|-------|--------------------|-------|--------------------------------|-------|------------------------------|
| 1     | Dairy supply       | 7     | Construction                   | 13    | Refrigerated Haulage         |
| 2     | Sheep & Beef       | 8     | Wholesale & Retail Trade       | 14    | Furniture Removal            |
| 3     | Horticulture       | 9     | Scheduled Road Passenger       | 15    | General Freight Line Haulage |
| 4     | Other Agriculture  | 10    | Other Road Passenger Transport | 16    | Govt, Local Body, Community  |
| 5     | Mining & Quarrying | 11    | Forestry & Logging             | 17    | Private Transport            |
| 6     | Manufacturing      | 12    | Stock & Haulage                | 18    | Trade & Truck Dealers        |

## 6. Specify type

If you have specified GPS as your method used to record distance claimed, you must specify the type of GPS. If you have selected Other, you must specify the method used.

## 7. Records of off-road travel

- Refunds claimed under section 30 of the Road User Charges Act 2012 must be for actual distance run off-road at the time the licence was in force.
- Claims must be made within 2 years of licence purchase date. Claims should only be made on licences that have expired and where a new licence has been purchased.
- Records of the off-road distance must be maintained and made available on request to any authorised officer. These records must be sufficient to validate the claim.
- Payment of a claim may be made prior to validation however in such cases the right is reserved to recover any moneys paid for claims that cannot be substantiated.

## 8. Refund payment

Please complete the bank account details on this form as we'll pay your refund into this bank account number. The bank account must match the name on the application. If you don't provide a bank account number, we won't be able to pay your refund and your application will be returned.

## 9. More information

For more information about road user charges go to [www.nzta.govt.nz/ruc](http://www.nzta.govt.nz/ruc) or call us on 0800 655 644.