SERU vehicle licensing: questions and answers

22 practice questions for the TfL SERU assessment, with answers and explanations at the end.

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Questions

Licences and discs

1. **A PHV licence lasts for _____.**
   - ☐ A. six months
   - ☐ B. one year
   - ☐ C. two years
   - ☐ D. three years

2. **PHV licence discs are fixed to _____.**
   - ☐ A. the rear windscreen only
   - ☐ B. the front windscreen only
   - ☐ C. both front side windows
   - ☐ D. the front and rear windscreens

3. **A PHV licence is about to end. What must happen before TfL can issue a new one?**
   - ☐ A. The vehicle must have another inspection
   - ☐ B. The driver must take another medical
   - ☐ C. The operator must send TfL a letter
   - ☐ D. The discs must be sent back to TfL first

4. **Who is given the vehicle licence when a PHV is licensed?**
   - ☐ A. The operator
   - ☐ B. The insurer
   - ☐ C. The registered keeper
   - ☐ D. The local police

5. **You are taking your family out for the day in your licensed PHV. What should you do with the discs?**
   - ☐ A. Cover them with a sun shade
   - ☐ B. Leave them where they are
   - ☐ C. Take them off for the day
   - ☐ D. Move them to the glovebox

6. **The security features mean a disc will be _____ if you try to remove it.**
   - ☐ A. reported to TfL
   - ☐ B. sent to your operator
   - ☐ C. replaced for free
   - ☐ D. permanently damaged

7. **A licence disc on your PHV is badly damaged. Can you use the vehicle for private hire?**
   - ☐ A. Yes, if your operator says it is fine
   - ☐ B. Yes, until the next inspection
   - ☐ C. No, not until the discs are replaced
   - ☐ D. Yes, if you carry a photo of the disc

8. **If the licence discs are lost or stolen, _____ should contact TfL immediately.**
   - ☐ A. the vehicle owner
   - ☐ B. the last passenger
   - ☐ C. the local police
   - ☐ D. the insurance company

9. **A vehicle has an exemption from showing licence discs. What must the driver do?**
   - ☐ A. Show a note from the operator on the dashboard
   - ☐ B. Carry the exemption notice when it is used as a PHV
   - ☐ C. Tell each passenger about it before the journey
   - ☐ D. Keep the exemption notice at home in a safe place

Insurance

10. **Every PHV must have _____ insurance.**
    - ☐ A. breakdown
    - ☐ B. social and domestic
    - ☐ C. hire or reward
    - ☐ D. commuting only

11. **When must a PHV's insurance be valid?**
    - ☐ A. When licensed and whenever used as a PHV
    - ☐ B. Only on the day it is inspected
    - ☐ C. Only when a passenger is on board
    - ☐ D. Only when driving in central London

12. **You can carry the insurance details with you or _____.**
    - ☐ A. leave them with your operator
    - ☐ B. send them to TfL each month
    - ☐ C. keep them at your home
    - ☐ D. display them in the vehicle

13. **A police officer asks for your insurance details. What must you do?**
    - ☐ A. Tell the officer to ask your operator
    - ☐ B. Ask TfL for permission first
    - ☐ C. Make the details available to the officer
    - ☐ D. Give them only after a collision

14. **Your operator insures the vehicle you drive. What does TfL encourage you to carry?**
    - ☐ A. Your last three payslips from the operator
    - ☐ B. Policy details and proof it covers you to drive
    - ☐ C. A signed letter from your vehicle's last owner
    - ☐ D. Copies of the operator's other drivers' policies

15. **Your PHV is in a collision. Besides the police, who must you give your insurance details to?**
    - ☐ A. A passenger or member of the public
    - ☐ B. Only the other driver
    - ☐ C. Only a TfL officer
    - ☐ D. Only your operator

Collisions, faults and signs

16. **If you own your PHV, you must tell TfL about a collision that affects its safety within _____.**
    - ☐ A. 24 hours
    - ☐ B. 48 hours
    - ☐ C. 72 hours
    - ☐ D. seven days

17. **A collision leaves a large dent in the door of your own PHV. It still drives well. Must you tell TfL?**
    - ☐ A. No, because it is still safe to drive
    - ☐ B. No, unless a passenger was hurt
    - ☐ C. Only if the insurer will not pay
    - ☐ D. Yes, because it affects its appearance

18. **After a collision, a PHV may need to be _____ before it can be used as a PHV again.**
    - ☐ A. re-examined
    - ☐ B. re-registered
    - ☐ C. re-sprayed
    - ☐ D. re-insured

19. **You are the registered keeper of a PHV. A letter tells you the vehicle has a fault to fix. What should you do?**
    - ☐ A. Follow the instructions in the letter
    - ☐ B. Wait until the next licence inspection
    - ☐ C. Ask your passengers if they noticed it
    - ☐ D. Ignore it if the vehicle drives well

20. **A letter from TfL may say that a vehicle cannot be used for private hire until _____.**

- ☐ A. the next licence begins
- ☐ B. the operator agrees
- ☐ C. it has been fixed
- ☐ D. the owner pays a fine

21. **Your licence was granted on or after 1 July 2025. Which sign must you make sure the vehicle displays?**

- ☐ A. A list of the operator's prices
- ☐ B. The new complaints signage
- ☐ C. The driver's home address
- ☐ D. A notice of the driver's hours

22. **If your licence was granted on or after 1 July 2025, _____ must make sure the PHV being driven displays the complaints signage.**

- ☐ A. only vehicle owners
- ☐ B. only the operators
- ☐ C. you, the driver,
- ☐ D. only TfL inspectors

Answers

1. **B. one year.** A PHV licence lasts for one year. Do not mix this up with a driver's licence, which normally lasts for three years.
2. **D. the front and rear windscreens.** Once a vehicle is licensed, discs are fixed to both the front and rear windscreens.
3. **A. The vehicle must have another inspection.** A new licence needs another licensing inspection of the vehicle first.
4. **C. The registered keeper.** The registered keeper gets the vehicle licence, along with a leaflet that briefly explains the conditions.
5. **B. Leave them where they are.** Do not remove the discs, even when you use the vehicle for private purposes.
6. **D. permanently damaged.** The security features in a disc mean it is permanently damaged if someone tries to remove it.
7. **C. No, not until the discs are replaced.** You cannot use a vehicle for private hire if a disc is missing or badly damaged. The vehicle owner should contact TfL for new discs.
8. **A. the vehicle owner.** The vehicle owner should contact TfL immediately so that new discs can be issued.
9. **B. Carry the exemption notice when it is used as a PHV.** In these rare cases, the driver must carry the exemption notice at all times when the vehicle is being used as a PHV.
10. **C. hire or reward.** Every PHV must have hire or reward insurance.
11. **A. When licensed and whenever used as a PHV.** Cover must be in place when the vehicle is licensed, and every time it is used as a PHV.
12. **D. display them in the vehicle.** You can carry the details or display them in the vehicle. TfL encourages you to have them with you when you work.
13. **C. Make the details available to the officer.** You must make your insurance details available to the police when they ask.
14. **B. Policy details and proof it covers you to drive.** TfL encourages you to carry the policy details and evidence that you are insured to drive under that policy.
15. **A. A passenger or member of the public.** After a collision, you must also give your insurance details to a passenger or member of the public.
16. **C. 72 hours.** Vehicle owners must tell TfL within 72 hours. This covers a collision that affects the vehicle's safety, performance, appearance or comfort.
17. **D. Yes, because it affects its appearance.** The rule is not only about safety. It also covers a collision that affects the vehicle's appearance, performance or comfort.
18. **A. re-examined.** After a collision, the vehicle may need another examination before it can go back into use as a PHV.

19. **A. Follow the instructions in the letter.** A manufacturer may report a fault to TfL. Read any letter from TfL or the manufacturer carefully and always follow its instructions.
20. **C. it has been fixed.** If a vehicle has a fault, a letter from TfL may tell you not to use it for private hire until it has been repaired.
21. **B. The new complaints signage.** The Handbook does not cover this, because the rule is newer. The signage tells passengers how to complain to TfL. TfL's Driver Policy applies it to all PHVs from 4 January 2027.
22. **C. you, the driver,.** TfL's Driver Policy puts this duty on the driver, even one who does not own the vehicle, and applies it to all PHVs from 4 January 2027. The Handbook does not cover this newer rule.

Sources

- Private Hire Vehicle Driver's Handbook, version 1.0, Transport for London, published 30 September 2021. Checked 1 November 2026. https://content.tfl.gov.uk/phv-driver-handbook-v1.pdf
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- London taxi and PHV driver policy, version 6.0, Transport for London, published 1 September 2026. Checked 1 November 2026. https://tfl.gov.uk/cdn/static/cms/documents/taxi-and-private-hire-driver-policy.pdf