

## Uber Settlement Administration

### Operator Accreditation Number Activity

#### Frequently Asked Questions

##### 1. What is an Operator Accreditation Number?

Your Operator Accreditation Number is the unique identifier issued by your state's transport authority when you were accredited as a taxi and/or hire car operator during the relevant Claim Period (approx. 2014-2017). The Operator Accreditation Number varies from state to state:

In **Victoria**, it starts with the letters "LOA-A" followed by 6 digits.

Example: LOA-A123456

In **New South Wales**, it is up to 5 digits in length and contains only numbers.

Example: 12345

In **Queensland**, it is either 6 or 9 digits in length and contains only numbers.

- If it is six digits in length, it starts with the number 1. Example: 100123
- If it is nine digits in length, it starts with the number 9. Example: 900123456

##### 2. How can I find my Operator Accreditation Number?

You can usually locate your Operator Accreditation Number on any official documents you received when you were accredited as an Operator during the relevant Claim Period. This may include your accreditation certificate/s, renewal notice/s or approval letter/s.

If you no longer have any documents, you may be able to contact your State transport authority.

If you cannot locate the operator accreditation number (or do not complete the activity), you will be required to provide documentary evidence and/or a statutory declaration during the Claim Data Notice phase which will take place early next year.

Please note, we are unable to assist you with locating your operator accreditation number.

##### 3. Instead of doing the activity, can I tell you my Operator Accreditation Number by email or telephone?

No, we cannot accept Operator Accreditation Numbers by email or telephone.

You must provide your Operator Accreditation Number by completing the activity. An email was sent to you which includes a link to the activity. The activity should take you approximately 5 minutes to complete.

##### 4. Why are you asking for my Operator Accreditation Number?

We are now asking for your Operator Accreditation Number so that we can attempt to match each Registrant's Operator Accreditation Number against industry State transport records provided by regulatory authorities in preparation for the Claim Data Notice phase.

## **5. I'm not an Operator and I don't have an Operator Accreditation Number.**

You have received the Operator Accreditation Activity because when you registered for the Uber Class Action, you indicated that you were a taxi and/or hire car operator during the relevant Claim Period (approx. 2014-2017).

If you were not a taxi and/or hire car operator during the relevant Claim Period, please email us at [uber@mauriceblackburn.com.au](mailto:uber@mauriceblackburn.com.au) to confirm in writing so that your 'operator' claim can be withdrawn.

## **6. Do I need to complete this activity?**

We strongly encourage you to complete this activity.

If we can match your Operator Accreditation Number against industry State transport records, it will streamline the Claim Data Notice process for you.

If you do not complete this activity (or we cannot match your Operator Accreditation Number against industry State transport records), you will be required to provide documentary proof and/or a statutory declaration to confirm you were an operator during the Claim Data Notice phase.

## **7. What is the deadline for the activity?**

The activity will only be available to complete until 4:00 pm AEDT on 17 December 2025.

## **8. My Operator Accreditation Number has expired now.**

You should still provide your Operator Accreditation Number. The current status of your Operator Accreditation does not affect this process. What is relevant is whether your Operator Accreditation was active at any time during the relevant Claim Period (approx. 2014-2017).

## **9. Why didn't I receive the activity?**

Please do not contact us if you did not receive the activity. It has only been sent to a specific list of Registrants who registered an operator claim in Victoria, New South Wales and Queensland. It has not been sent to all Registrants.

## **10. How do I contact you if I need help, and what should I expect?**

Before contacting us, please review these FAQs and the information available on [our website](#).

To assist us in managing enquiries during this peak period and in the interests of keeping settlement administration costs as low as we can, to maximise the amount that is available to distribution to eligible Registrants, if your question is already addressed in these materials, we will not be providing an individual response to you.