

Blue Card

Applying for a CRN with a Remote Pack

You will need a Queensland Department of Transport and Main Roads (TMR) customer reference number (CRN) in order to prove your identity to Blue Card Services. The easiest and quickest way to get a CRN is to follow the process outlined on [this page](#) and visit a TMR customer service centre. However, if you are unable to return to Brisbane at this time, you can apply for a CRN using the 'Remote Applicants' pack.

All the TMR forms mentioned below can be found online at <https://www.tmr.qld.gov.au/Find-a-form>

Document Witnessing

Many of your documents will need to be signed in the presence of an approved witness. An approved witness is a:

- > police officer
- > medical practitioner
- > consular or ambassadorial officer
- > solicitor, barrister or judge
- > Justice of the Peace or a Commissioner for Declarations
- > Notary Public or a person authorised by law to witness and sign declarations.

It is important that you take note of the approved witness requirements outlined in the following steps.

Step 1: New Customer Application

Complete the New Customer Application (Individual) Form (Form F3503)

It is a requirement for *both* Queensland and non-Queensland residents to provide proof of residential address (despite the New Customer Applicant (Individual) [Form F3503](#) referring to Evidence of a Queensland residential address).

TIP: If you don't have a residential address in Queensland, use your current overseas address to complete *Section 1: Applicant Details* and ignore the Evidence of Qld Residential Address in section 2.

	Print	Reset	New Customer Application (Individual)
Photo Identification Card Act 2006, Tow Truck Act 1973, Transport Operations (Marine Safety) Act 1994, Transport Operations (Long Distance Transport) Act 1994, Transport Operations (Road Use Management) Act 1994, Transport Planning and Coordination Act 1994			
<p>Please use this side of the form to register yourself as a customer with the Department of Transport and Main Roads.</p>			
Evidence of Identity (EOI) Requirements			
<p>You must give evidence of your identity. You may do so by showing your Queensland (Qld) driver licence, industry authority, Marine Licence Indicator (conditions apply), adult proof of age (APA) card or photo identification (Photo ID) card. All cards must be current or expire by less than two years. If you are unable to show one of the above you will need to present three other acceptable EOI documents, one of which must show your signature, and evidence of your Qld residential address. If you have changed your name or the details of your name are different on the documents provided, you must show a change of name document from the relevant Australian Register of Births, Deaths and Marriages (BDM). For a full list of acceptable EOI, evidence of residential address and change of name documents, please refer to the Evidence of Identity Requirements for Individual (Form F4362) or visit www.qld.gov.au</p>			
1. Applicant's details			
Family name (please print)			
<input type="text"/>			
Given name/s			
<input type="text"/>			
Gender: <input type="checkbox"/> Male (M) <input type="checkbox"/> Female (F)			
Residential address			
<input type="text"/>			
Postcode			
Postal address (if same as residential, write 'as above')			
<input type="text"/>			
Postcode			
Email address			
<input type="text"/>			
Would you like to get e-notices and e-reminders?			
<input type="checkbox"/> No <input type="checkbox"/> Yes			
Daytime contact phone number <input type="text"/> Date of birth <input type="text"/> <input type="text"/>			
Town, state and country of birth <input type="text"/> <input type="text"/>			
2. Have you previously held a Qld driver licence, industry authority, Marine Licence Indicator, APA card or photo identification?			
<input type="checkbox"/> Applicant's details confirmed in TRAILSTIC			

Step 2: Specimen Signature Form

Specimen signature form (F2127).

Please ensure all sections of this form are completed and you sign both specimen signature boxes.

Step 3: Evidence of Identity (EOI)

3.1 Gather three original EOI documents and photocopy them.

Your EOI documents might comprise:

- > *foreign passport + temporary visa + student identity document.*



See page 1 of [Evidence of Identity Requirements for Individuals \(F4362\)](#) for full details of the documents you can use.

Important! The witness must include the printed statement 'I have sighted the original documents and certify this to be a true copy of the original', along with the witness's full name, position title or designation, and contact details (can be provided via an office stamp).

Step 4: Photographs

4.1 Provide two identical current colour photographs that are:

- > passport quality (automatic machine photographs are not acceptable e.g. photo booth)
- > 35 mm wide x 45 mm long, not more than 6 months old
- > taken against a plain, light-coloured background (e.g. white, cream or pale blue)
- > printed on high quality paper and using high resolution (preferably 600 dpi or higher)
- > not manipulated, e.g. by applying filters, removing spots, softening lines or removing 'red eye'
- > Both photographs must be signed on the back by an approved witness. One photograph must be signed and endorsed on the reverse side by an Approved Witness with the words: "I certify this is a true photograph of (the applicant) in my presence".

4.2 The photographs must show:

- > natural skin tones with appropriate brightness and contrast (no flash reflections)
- > your face front on—with all aspects of the face visible
- > you looking straight at the camera—your head not tilted, turned or looking over one shoulder
- > a neutral expression—the mouth must be closed—no laughing, frowning or smiling
- > your eyes opened and clearly visible—no hair covering the eyes

- > no glasses or sunglasses—they must be removed even if you normally wear them for driving
- > no hats or other head covering unless it is for religious or cultural reasons in which case, your facial features from the bottom of your chin to the top of your forehead and both edges of your face must be clearly shown.

If your photographs do not meet the above criteria, your CRN application will be delayed until you submit suitable photos.

Important! Approved witness requirement: these photographs must be endorsed on the back with 'I certify this is a true photograph of (the applicant's name) in my presence.

Step 5: Have your documents witnessed

Take all your documents to be signed in the presence of an approved witness.

Step 6: Send

6.1 Check you have the following documents:

- > completed *New Customer Application* form signed by an approved witness
- > completed *Specimen signature* form
- > two photographs of the applicant, signed on the reverse side by an approved witness
- > witnessed photocopies of three EOI documents (plus a witnessed change of name document if applicable)

6.2 Mail all your documents to TMR:

The Manager
Department of Transport and Main Roads
Dalby Customer Service Centre
PO Box 767
Dalby QLD 4405

What happens next?

TMR will process your application and send your CRN to the address you supplied on the *New Customer Application* form.

Once you have received your CRN, you can then apply for a blue card as per the steps found [here](#).