

So... how does the ChatBack vehicle licence renewal service work?



A few simple steps on WhatsApp is all it takes!

How to get started

Scan the QR code



SMS
"Renew" to
44155

Add ChatBack to your contacts
+27 66 202 6685
and WhatsApp us to get started

Step 1

Submit your vehicle registration number

To complete your renewal you must have access to your ID book.



Step 2



Quote

Get a quote and make payment via PayFast or SnapScan. It's quick and simple.

Note: You have 21 days after your vehicle licence expiry date to renew your licence before incurring any penalties.

Step 3

Address and documentation

Specify your address and attach a copy or photo of your ID document and proof of residence.

A R250 service fee is charged for the renewal of each vehicle. This fee includes paperless email delivery of your disc and GetBack Checkers and Dischem vouchers. You may opt for home delivery in Gauteng for R70 or nationwide delivery to a Pargo Pickup point of your choice for R75. Just follow the prompts in the ChatBack application on WhatsApp.



The ChatBack vehicle licence renewal service is currently available in Gauteng and selected areas in the Western Cape.

Step 4



Status updates and other vehicle licence renewal

Check the status of your licence renewal by sending "status" to the ChatBack WhatsApp number or renew any other vehicle by responding with "ChatBack".

And that's it, you're done!

We'll also send you a reminder when your vehicle licence is up for renewal again.

If you have issues with your renewal or need assistance please respond with... "Help"

In some instances we may ask you to also submit the following: vehicle tare weight or licence expiry date.