

Dear Mr William-Baker

Thank you for your e-mail of 26 August.

The shorthand abbreviations that you refer to are not government abbreviations. These codes were not sent out from DVLA. On reading the text there is a code placed where the shift key has been pressed for the use of inverted commas.

These codes have also been received on mail incoming from certain website addresses. We can only presume that there is a technical problem with your website when transposing inverted commas.

Policy and External Communications Directorate.