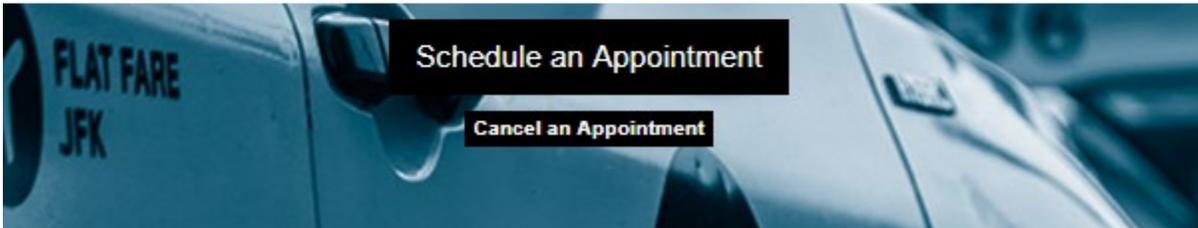


## Comment prendre rendez-vous au Centre de ressources des chauffeurs (Driver Resource Center)

1. Rendez-vous sur <https://portal.driverresourcecenter.tlc.nyc.gov> et choisissez la langue dans laquelle vous souhaitez consulter le site. Cliquez sur « Schedule an Appointment » (Programmer un rendez-vous).



A space where drivers may seek free financial counseling, legal services and other available.



2. Saisissez vos critères d'éligibilité pour savoir à quels services vous avez droit. Entrez votre numéro TLC, votre code postal et les 5 derniers chiffres de votre numéro de sécurité sociale, puis cliquez sur « Check Eligibility » (Vérifier éligibilité).



Home

Schedule an Appointment

FAQ

Contact Us

Submit your TLC details below to see what services you are eligible for:

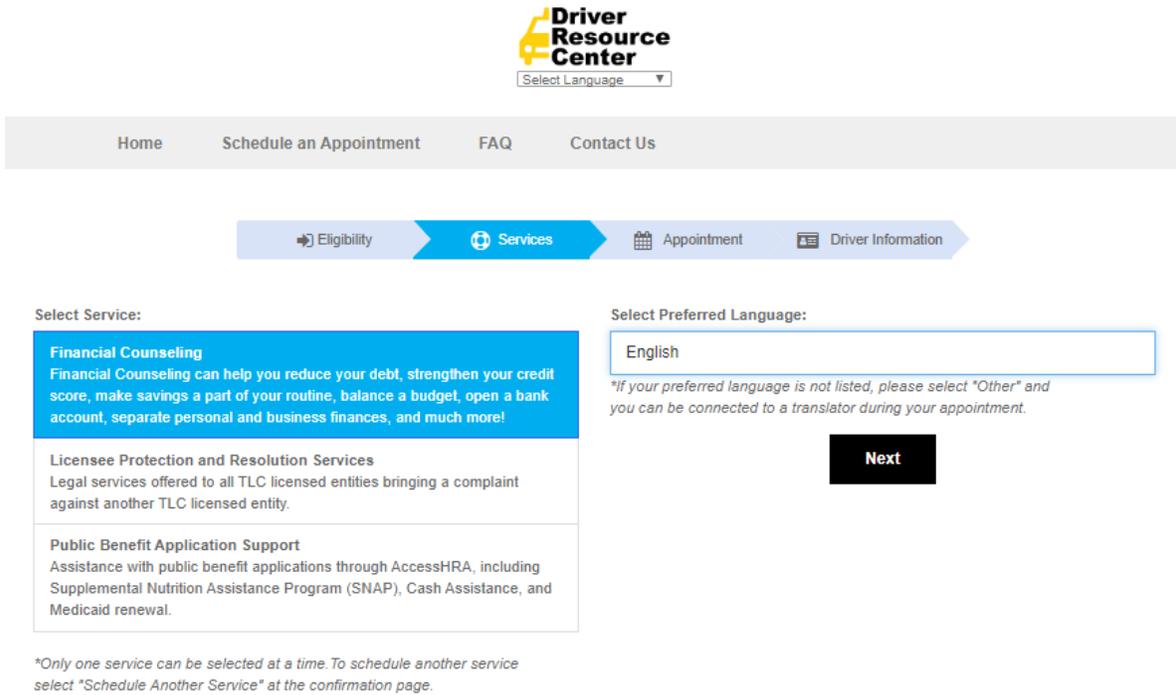
TLC License Number:\*

Zip Code:\*

Last 5 Digits of SSN:\*

**Check Eligibility**

3. Sélectionnez le service dans lequel vous souhaitez prendre rendez-vous. Sélectionnez votre langue de prédilection dans le menu déroulant. Si vous désirez bénéficier des services d'un interprète pendant votre rendez-vous, sélectionnez « Other » (Autre) sous « Select Preferred Language » (Sélectionner langue de prédilection). Cliquez sur « Next » (Suivant) après avoir réalisé vos deux choix.



The screenshot shows the Driver Resource Center website interface. At the top, there is a navigation bar with links for Home, Schedule an Appointment, FAQ, and Contact Us. Below this is a breadcrumb trail with icons and labels for Eligibility, Services (highlighted in blue), Appointment, and Driver Information. The main content area is divided into two sections: 'Select Service:' and 'Select Preferred Language:'. The 'Select Service:' section contains three options: 'Financial Counseling' (highlighted in blue), 'Licensee Protection and Resolution Services', and 'Public Benefit Application Support'. The 'Select Preferred Language:' section has a dropdown menu with 'English' selected and a 'Next' button below it. A note at the bottom states: '\*Only one service can be selected at a time. To schedule another service select "Schedule Another Service" at the confirmation page.'

**Driver Resource Center**  
Select Language ▼

Home   Schedule an Appointment   FAQ   Contact Us

Eligibility   **Services**   Appointment   Driver Information

**Select Service:**

- Financial Counseling**  
Financial Counseling can help you reduce your debt, strengthen your credit score, make savings a part of your routine, balance a budget, open a bank account, separate personal and business finances, and much more!
- Licensee Protection and Resolution Services**  
Legal services offered to all TLC licensed entities bringing a complaint against another TLC licensed entity.
- Public Benefit Application Support**  
Assistance with public benefit applications through AccessHRA, including Supplemental Nutrition Assistance Program (SNAP), Cash Assistance, and Medicaid renewal.

**Select Preferred Language:**

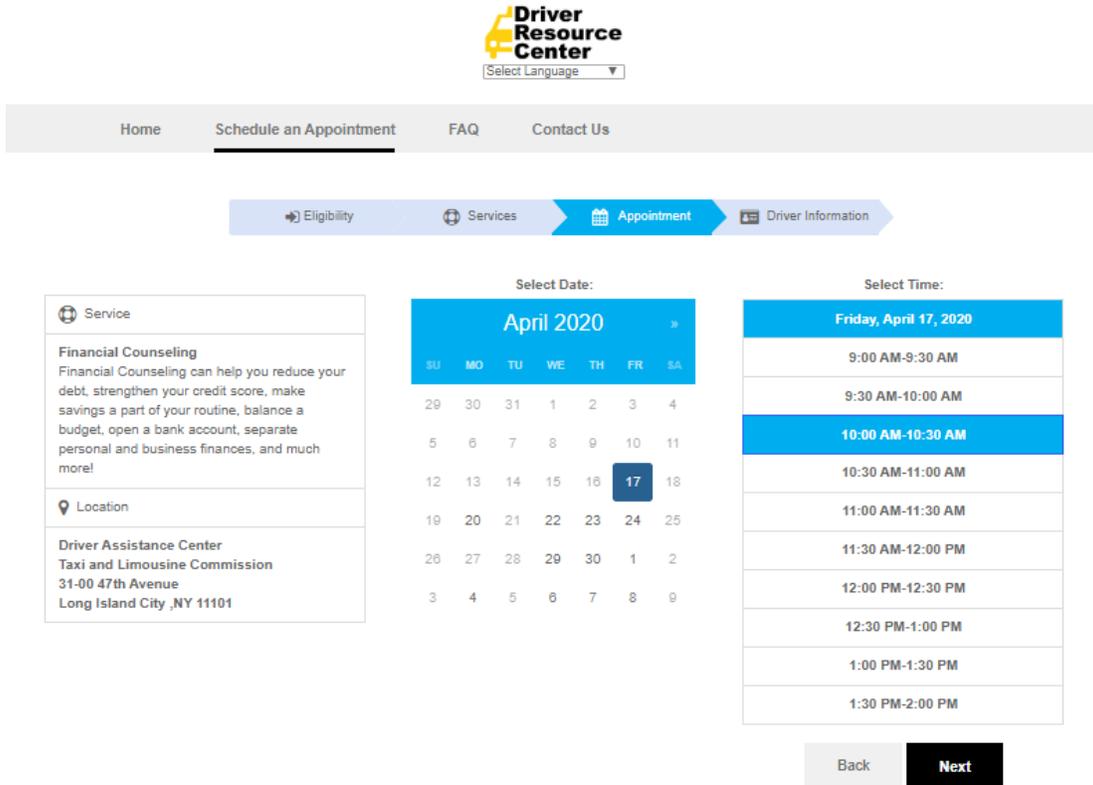
English

*\*If your preferred language is not listed, please select "Other" and you can be connected to a translator during your appointment.*

**Next**

*\*Only one service can be selected at a time. To schedule another service select "Schedule Another Service" at the confirmation page.*

4. Sélectionnez la date et l'heure du rendez-vous que vous souhaitez programmer et cliquez sur « Next » (Suivant).



The screenshot shows the Driver Resource Center website's appointment scheduling page. At the top, there is a navigation bar with links for Home, Schedule an Appointment (underlined), FAQ, and Contact Us. Below this is a breadcrumb trail with buttons for Eligibility, Services, Appointment (highlighted), and Driver Information. The main content area is divided into three sections: Service, Date Selection, and Time Selection.

**Service:**

- Service:** Financial Counseling. Description: Financial Counseling can help you reduce your debt, strengthen your credit score, make savings a part of your routine, balance a budget, open a bank account, separate personal and business finances, and much more!
- Location:** Driver Assistance Center, Taxi and Limousine Commission, 31-00 47th Avenue, Long Island City, NY 11101

**Select Date:**

April 2020

SU	MO	TU	WE	TH	FR	SA
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2
3	4	5	6	7	8	9

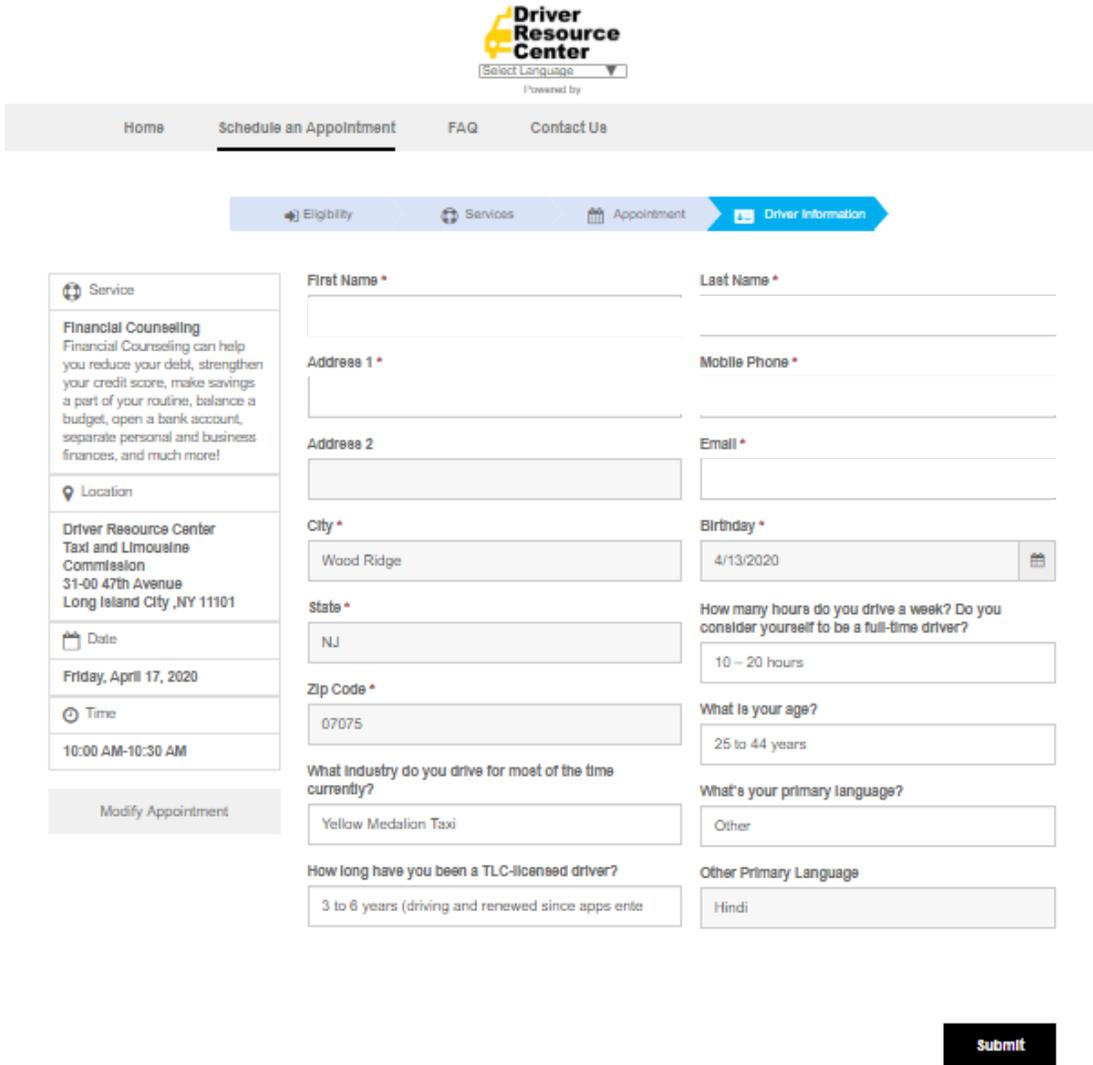
**Select Time:**

Friday, April 17, 2020

9:00 AM-9:30 AM
9:30 AM-10:00 AM
10:00 AM-10:30 AM
10:30 AM-11:00 AM
11:00 AM-11:30 AM
11:30 AM-12:00 PM
12:00 PM-12:30 PM
12:30 PM-1:00 PM
1:00 PM-1:30 PM
1:30 PM-2:00 PM

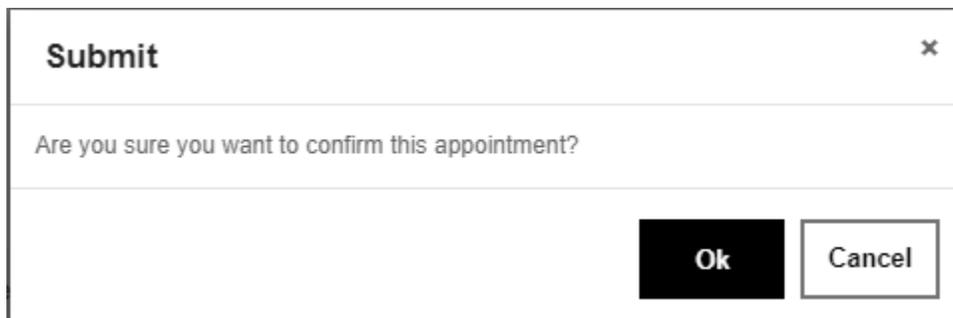
Buttons: Back, Next

- Saisissez vos données de chauffeur les plus à jour et cliquez sur « Submit » (Soumettre).



The screenshot shows the Driver Resource Center website interface. At the top, there is a navigation bar with links for Home, Schedule an Appointment, FAQ, and Contact Us. Below this is a secondary navigation bar with icons for Eligibility, Services, Appointment, and Driver Information. The main content area is a form for scheduling an appointment. On the left, there is a sidebar with sections for Service (Financial Counseling), Location (Driver Resource Center Tax and Limousine Commission), Date (Friday, April 17, 2020), and Time (10:00 AM-10:30 AM). The main form fields include: First Name, Last Name, Address 1, Address 2, City (Wood Ridge), State (NJ), Zip Code (07075), Mobile Phone, Email, Birthday (4/13/2020), How many hours do you drive a week? (10-20 hours), What is your age? (25 to 44 years), What industry do you drive for most of the time currently? (Yellow Medallion Taxi), What's your primary language? (Other), and How long have you been a TLC-licensed driver? (3 to 6 years). A 'Modify Appointment' button is located at the bottom left of the form. A 'Submit' button is located at the bottom right of the form.

- Cliquez sur « Ok » pour confirmer votre rendez-vous.

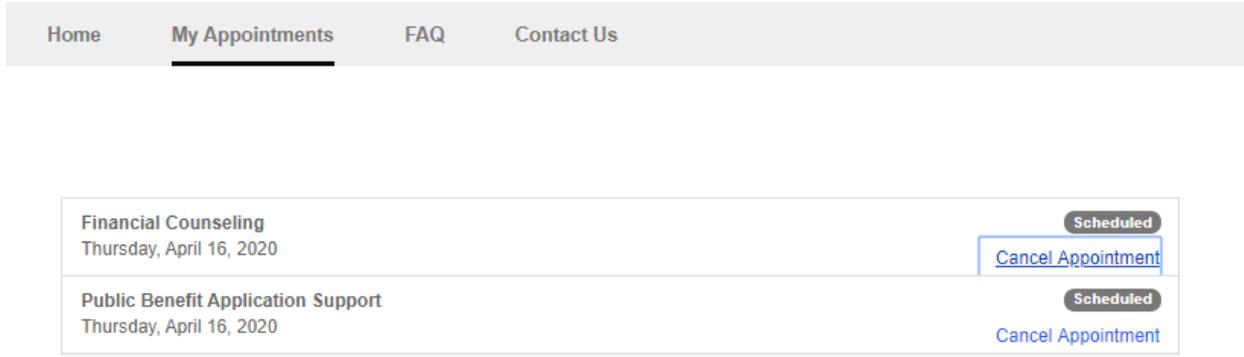


The screenshot shows a confirmation dialog box titled 'Submit'. The dialog box contains the text 'Are you sure you want to confirm this appointment?' and two buttons: 'Ok' and 'Cancel'.

7. Si vous devez annuler ou déplacer votre rendez-vous pour une quelconque raison, rendez-vous sur <https://portal.driverresourcecenter.tlc.nyc.gov> et cliquez sur « Cancel an Appointment » (Annuler un rendez-vous).



8. Sélectionnez le rendez-vous que vous désirez annuler et cliquez sur « Cancel Appointment » (Annuler rendez-vous).



9. Cliquez sur « Confirm Cancellation » (Confirmer annulation) pour annuler votre rendez-vous.

