

Frequently Asked Questions

1. How do I book an appointment?

You can book an appointment on the Driver Resource Center website at portal.tlcdrc.nyc.gov. If are experiencing issues with scheduling an appointment, please contact driversupport@tlc.nyc.gov and provide details of your issue.

2. Do I need an account to book an appointment?

No, you do not need an account to book an appointment. You will be able to access your scheduled appointments on our portal page at any time.

3. How do I reschedule or cancel my appointment?

Go to the Driver Resource Center website at <https://portal.driverresourcecenter.tlc.nyc.gov> and click cancel my appointment. Once you cancel your appointment you can book another appointment with the same service by clicking schedule an appointment.

4. Can I book multiple appointments?

Yes, you can book multiple appointments as long as they are with different services. Clients can only book one appointment per service at any time.

5. What documents do I need to have ready for an appointment?

For Legal Services:

For ALL cases (in addition to basic background information such as name, phone number, we **require** the following information):

- Address (including zip code)
- Date of birth
- Household size
- Ethnicity/race
- Gender
- Income and income type (employment and/or other);
- Interpreter needed
- Legal issue

Additional Legal Documentation Required for:

Bankruptcy

- Credit report
- Any and all relevant Court documents

Car Loans

- Copy of Retail Installment Contract
- Any and all related contracts or signed documents
- Any and all notices regarding repossession or resale of car
- Any and all documents which may be used as proof of fraud

Debt Collection

- Any and all Court documents
- Notices of garnishment
- Bank restraint notices
- Affidavits of Service

Debt Settlement

- Debt settlement contract

Debt Collection Based on Rental Arrears (Has to be in Civil Court, Court documents should start with “CV”)

- Any and all Civil Court documents relating to rental arrears
- Copies of leases
- Any and all Housing Court documents

Student Loans (Federal)

- NSLDS report—***referrals without this will be rejected***
- Documents regarding discharges, decisions, Treasury notifications, any government documents, etc.

Student Loans (Private)

- Any and all lender documents such as correspondences, notices, etc.
- Any and all Court documents relating to loan

ID Theft

- Any identity theft reports filed
- Any documents related to credit freezes or disputes

Medallions

- All closing documents for any purchase or refinance of medallion

Property

- Any deeds to owned property

Other

- Any letters from creditors or public agencies (i.e. denials of disability benefits)
- Any litigation papers

For Financial Counseling:

We recommend that you gather as much documentation as you have about your finances and any documents specifically related to your reason for making an appointment. Some examples include:

- Breakdown of income (statements from technology providers, bases, etc.)
- Bills or statements
- Copies of your credit report that you already have
- Documents regarding assets the client has (bank statements, other assets)
- Any letter or documentation sent by a creditor (such as a bank, collection agency, government agency, etc.)
- Profit and Loss Statement
- Collection Notices
- Copies of Tax Returns
- Student loan information, which can be found on nslds.ed.gov
- Notes they may have taken when reaching out to creditors
- Contact numbers they may have of individuals they have reached out to concerning the financial issues they'd like to address
- Medallion contract if applicable
- Documents stipulating any assets used in the purchase of a medallion if applicable
- Contract/documents concerning the broker if applicable

6. How do I make a follow-up appointment?

You can schedule your follow-up appointment with your counselor directly or through our webpage at <https://portal.driverresourcecenter.tlc.nyc.gov>