

# Online Ownership Transfer Guide

Your step by step guide to transferring ownership for a pet online with Central Animal Records.



It is very important to keep record of your pet's microchip number.

**The steps will vary depending on whether or not you currently have an online account:**

## Don't Have An Online Account?

1. Go to [www.car.com.au](http://www.car.com.au)
2. Click on 'Create Account'
2. Select 'Pet Owner' access and click next
3. Next page will have your name auto filled as the name you entered when creating the login
4. Enter the microchip number and your mobile number.
5. Once submitted, the system will check based on name and mobile number, if you are the listed owner

If you are already the listed owner on the C.A.R database, it will prompt you to enter the 'one time password' that was sent to your mobile on our file

If you are not the listed owner, you will be directed to submit a change of ownership request. Follow the steps outlined below

6. Enter the microchip number and click on Search
7. Check the Animal Description then click on Confirm
8. Enter your details then click on Proceed to Summary
9. Check that all pet details and new owner details are correct
10. Click on Agree & Submit when satisfied that all details are correct
11. Fill out all payment details then click on Pay Now
12. Once the payment has completed, you should see a confirmation message at the top of your screen
13. The ownership transfer process is now started and the ownership transfer will complete only after the current listed owner has approved the transfer request. This process can take up to 21 days
14. A Certificate will be emailed to you once the transfer has been approved

## Already Have An Online Account?

1. Sign in with your email and password if you haven't already
2. Click on 'Add New Pet'
3. Enter the microchip number (at the top of the page) and click on search
4. Check the 'Animal Description' then click 'Confirm'
5. Enter your details and then click 'Proceed to Summary'
6. Check that all pet details and new owner details are correct
7. Click on 'Agree & Submit' when satisfied that all the details are correct
8. Fill out all payment details and then click on 'Pay Now'
9. Once the payment has completed, you should see a confirmation message at the top of your screen
10. A certificate will be emailed once the transfer has been approved
11. The ownership transfer process is now started and the ownership transfer will complete only after the current listed owner has approved the transfer request. This process can take up to 21 days
12. A Certificate will be emailed to you once the transfer has been approved

Note: Current listed owner will have up to 21 days to approve or decline your request. If there is no response, the transfer will automatically complete.

**Important Notice to New Owner: PRIVACY STATEMENT** - This information is strictly confidential and only information necessary to enable the return of your missing pet or to assist Council pet registrations, will be supplied to authorised scanning centres, except where Central Animal Records is required by law to produce any of the information. Statistical information may be supplied to other parties for purposes associated with animal welfare and/ or management of domestic animals. In such circumstances Central Animal Records will provide the information only on assurance that the information will not be used for commercial purposes.

Need further assistance? Contact us today.

Email: [info@car.com.au](mailto:info@car.com.au)

or

Call: 03 9706 3187