

John Smith  
XX Building  
Street  
Town  
County  
Postcode

Post date: XX Month Year

Certificate number: **01234567890**

### **For advice in other languages**

Interpreter → ☎ 0300 330 9291  
say which language you need.

This call will be charged at a local rate.

**We can also provide documents in  
large print and braille on request**

## **John, your <<exemption certificate>> details may be incorrect or out of date**

We checked your details against the details held by your GP practice and they did not match. This means you could be at risk of getting a penalty charge if you use your <<exemption certificate>>.

### **What you need to do**

Give us your up-to-date personal details, including your NHS number. This is a ten digit number unique to you. You can find it on any letter you've received from the NHS, or on your prescription. You can also contact your GP practice to get it.

### **How to give us your details**

1. Go to **www.XXXXXX**
2. Follow the simple steps. It should take you two minutes. You'll then be able to use your <<exemption certificate>>.

### **Contact us**

There are other ways you can give us your details:

**Post:** Complete the form on the other side of this letter and return it to:

NHS Business Services Authority  
Team 123, Bridge House  
152 Pilgrim Street, Newcastle upon Tyne  
NE1 6SN

**Email:** Email your NHS number, first name, last name, date of birth and address, including postcode, to [xxxxxxx@nhs.net](mailto:xxxxxxx@nhs.net). Put 'Updated details' as the subject of the email.

**Phone:** 0300 330 9291. Calls will be charged at a local rate. Monday to Friday from 8am to 6pm, and Saturday from 9am to 3pm.

## **Your up-to-date details**

**NHS number**

**First name (forename)**

**Last name (surname)**

**Date of birth**

**Address**


**Postcode**

## **Change of circumstances**

If you change your name or address, remember to keep us informed. We know it's probably the last thing on your mind, but it's important that your details are kept up to date. This will stop you being at risk of getting a penalty charge.