


John Smith  
XX Building  
Street  
Town  
County  
Postcode

Date: XX Month Year

Reference number: **01234567890**

**For advice in other languages**

Interpreter →  +44 (0)191 218 1999  
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**

Dear John Smith,

## **NHS prescriptions: Your details don't match our records**

### **Why you've received this letter**

An automated check has shown that on or between 1 September 2017 and 30 September 2017 you claimed a free NHS prescription.

The prescription claim you submitted said you "were named on a valid HC2 certificate (full help with health costs)".

The details on the prescription you submitted were checked automatically against the details held for any exemption you may have.

We've been unable to match your prescription details to our records.

**This does not mean that you are not exempt.** However if you do not get in touch with us, or if we are unable to confirm your eligibility for free prescriptions, you may have to pay a Penalty Charge.

- Contact us straight away to confirm that you were eligible for free treatment on the date you claimed. The easiest way is to go to [www.nhsbsa.nhs.uk/PCN](http://www.nhsbsa.nhs.uk/PCN) or you can email [nhsbsa.pecs@nhsbsa.nhs.uk](mailto:nhsbsa.pecs@nhsbsa.nhs.uk) or call **0300 330 9291**
- You may have received this letter because your personal details (such as your name, address and date of birth) on your exemption certificate didn't match the details on your prescription or at your dental practice
- Contact your GP surgery, dental practice and any benefits organisations to check that they have your correct details recorded, to avoid receiving letters like this in future

## What to do next

To confirm that your exemption was valid at the time you claimed, contact us as soon as possible. The quickest and easiest way is to go to **[www.nhsbsa.nhs.uk/PCN](http://www.nhsbsa.nhs.uk/PCN)**, or you can email **[nhsbsa.pecs@nhsbsa.nhs.uk](mailto:nhsbsa.pecs@nhsbsa.nhs.uk)** or call **0300 330 9291**.

If you realise that you have mistakenly claimed entitlement to free treatment when you should have paid for it, call us to discuss your options.

If you do not contact us, or you are unable to prove you are entitled to free prescriptions, you will be issued with a Penalty Charge Notice.

## Your details didn't match for one or more of the following reasons:

- The personal details (your name, address or date of birth) on your exemption certificate did not match those taken from your prescription or held at your dental practice.
- Your exemption had expired.
- We were unable to confirm what types of benefits you receive.
- You had a medical condition, you were pregnant, or you had given birth in the previous 12 months, but you didn't have an exemption certificate.

## Contact us



**Email** [nhsbsa.pecs@nhsbsa.nhs.uk](mailto:nhsbsa.pecs@nhsbsa.nhs.uk)

Please note that you cannot make a payment by email.



**Phone** **0300 330 9291** (this call will be charged at a local rate). Lines are available Monday to Friday from 8am–6pm, and Saturday from 9am–3pm. You will need your reference number 01234567879.



**Post** **Prescription Penalty Charges Team, NHSBSA, Bridge House, 152 Pilgrim Street, Newcastle Upon Tyne, NE1 6SN**