

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,

The NHS Business Services Authority undertakes automated checks on behalf of the NHS, on patients who claim entitlement to exemption from NHS charges.

Your claim for treatment between 1 September 2017 and 30 September 2017 has been selected as part of these routine checks. On the claim form you, or your representative, signed a declaration giving consent to your information being checked with the relevant agency.

Service	Date of Service	Grounds for Exemption	Patient Charge
NHS prescriptions/ NHS dental services	Between 1 September 2017 and 30 September 2017	Your submitted claim said that you 'were named on a valid HC2 certificate (full help with health costs)'	£X

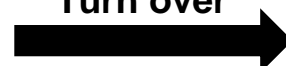
The initial automated check did not confirm that you are entitled to free NHS treatment. **This does not mean that you are not exempt.**

You can contact us straight away to confirm that your exemption was valid at the time you claimed. If you realise that you have mistakenly claimed entitlement to free treatment when you should have paid for it, please still call us and we can discuss your options.

- Go online to **www.nhsbsa.nhs/PCN**
- Email **nhsbsa.pecs@nhsbsa.nhs.uk**
- Phone us on **0300 330 9291**

If your entitlement to exemption from NHS charges is confirmed, there will be no further contact from us.

Turn over



Please do not ignore this letter. If you fail to provide proof of entitlement your claim will be escalated and a Penalty Charge Notice will be issued in accordance with the NHS (Penalty Charge) Regulations 1999. The penalty charge is calculated at five times the Patient Charge, up to a maximum of £100.

To see how we check claims for NHS treatment, visit www.nhsbsa.nhs.uk/penalty-charges-explained/how-we-check-claims. Find out more about your data rights and how we use your information at www.nhsbsa.nhs.uk/yourinformation

Yours sincerely,

Penalty Charge Team



Email **nhsbsa.pecs@nhsbsa.nhs.uk**



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**