

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 patients who claim entitlement to exemption from NHS charges.

Our records show that you claimed free NHS treatment between 1 September 2017 and 30 September 2017.

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

Please contact us straight away to confirm that your exemption was valid at the time you claimed. You can do this by:

- Going online to **www.nhsbsa.nhs.uk/PCN**
- Emailing **nhsbsa.pecs@nhsbsa.nhs.uk**, or
- Phoning us on **0300 330 9291**

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

Why did I get this letter?

Pharmacies and dental practices send their NHS prescriptions and NHS dental treatment claim forms to us at the end of each month.

We carry out monthly randomised checks on prescription forms and dental treatment to check for fraud.

If your entitlement to free NHS prescriptions or dental treatment cannot be confirmed, we issue this letter to you to ask you to confirm your exemption.

We may also issue this letter if your personal details on your prescription or dental form do not match our records, or the records held by the Department for Work and Pensions (DWP).

To reduce the risk of receiving letters like this in future, you may wish to check that your personal details, such as your name, address and date of birth, are up to date with your GP, dental practice and any benefits organisations. You can also check if your exemption has expired by going to www.nhsbsa.nhs.uk/penalty-charges-dont-get-caught-out/check-you-tick

Please do not ignore this letter. If you don't get in touch with us within 28 days of the date of this letter, a Penalty Charge Notice will be sent to you.

Find out more about your data rights and how we use your information at www.nhsbsa.nhs.uk/yourinformation

Yours sincerely,

Penalty Charge Team