Pay or Challenge a Penalty Charge Notice

Use this service to:

- pay your Penalty Charge Notice
- make a challenge

This should take less than 5 minutes.

▶ If you get Universal Credit and want to make a challenge



Before you start

You will need the following from your Penalty Charge letter:

- reference number
- total amount owed

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 $\blacktriangleright \ \underline{\text{lf your reference number begins 'BECS/DR'}}$

Pay or Challenge a Penalty Charge Notice What is your Penalty Charge Notice reference number?

This is in the top left-hand corner of your Penalty Charge Notice letter.			
I don't have a Penalty Charge Notice reference number			

Next

<u>Cancel</u>

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Pay or Challenge a Penalty Charge Notice

Enter your Penalty Charge Notice reference number again

▶ <u>If your reference number begins 'BECS/DR'</u>

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Find out how we use your personal information.	Close
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<u>oantei</u>	
Cancel	
Next	
Day Month Year	
For example, 31 03 1980	
What is your date of birth?	
We need to confirm your identity before we can access your Penalty Charge Notice.	
Confirming your identity	
Pay or Challenge a Penalty Charge Notice	
■ Back	
4 Park	
This is a new service – your recorder, will help us to improve it.	

BETA This is a new service – your feedback will help us to improve it.
<u> ■ Back</u>
Pay or Challenge a Penalty Charge Notice Enter the total amount on your Penalty Charge Notice
£
Next
Cancel

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Pay or Challenge a Penalty Charge Notice

Penalty Charge Notice 02895593233

You must pay or challenge by 7 March 2019

You may have to pay a surcharge of up to £50 if you do not respond by this date.

Penalty Charge Notice amount

Prescription charges

£26.40

Penalty charge

£100.00

Total amount

£126.40

Details taken from your prescription

Name John Marshall

Address 12 Old Oak Road, Throckley,

Newcastle upon Tyne, NE15

Date claimed Between 1 December and 31

December 2018

Exemption reason

submitted

Has a valid prescription prepayment certificate (Box

Pay

You can pay by debit or credit card, or Direct Debit.

Challenge

You can challenge if you were entitled to free prescriptions, or had a valid prescription prepayment certificate.

Challenge

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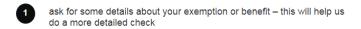
◆ Back

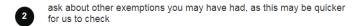
Challenge a Penalty Charge Notice

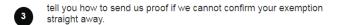
What happens next

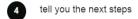
We'll ask you a few simple questions. Have your exemption certificate or benefits information ready.

We'll:









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Challenge a Penalty Charge Notice

Did you have a valid prescription prepayment certificate (PPC) between 1 December and 31 December 2018?







<u>Cancel</u>

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Beta

This is a new service – your feedback will help us to improve it.

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Challenge a Penalty Charge Notice**

Did you have one of these NHS exemptions between 1 December and 30 December 2018?*

We're asking this as it might be quicker for us to check an NHS exemption.

| medical exemption certificate*
| maternity exemption certificate*
| maternity exemption certificate*
| prescription prepayment certificate (PPC)*
| HC2 certificate (full help with health costs)*
| NHS Tax Credit Exemption Certificate*
| or | no, none of these**
| Next | Cancel**
| Cancel**
| Cancel**
| Cancel**
| Cancel**
| Cancel**
| Medical exemption Certificate*
| Cancel**
| Canc

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<u> </u>
Were you claiming any of these benefits (or named on them) between 1 December and 31 December 2018?
O Income Support
O Income-related Employment Support Allowance
Universal Credit
O Income-based Jobseeker's Allowance
Your partner's Pension Credit Guarantee Credit award
or
no, none of these
Next
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BETA This is a new service – your feedback will help us	o improve it.
Back	
Challenge a Penalty Charge Notice Is there another reason w you should not pay this I Charge Notice?	
I paid for my prescription at the pharmacy	
I am under 16 or over 60	
or	
ono, none of these	
Next	

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Challenge a Penalty Charge Notice

What to do if you have already paid for your prescription or you are age exempt

If you have already paid for your prescription at your pharmacy or you are aged under 16 or over 60, we need to collect some details from you to investigate your claim.

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BETA This is a new service – your <u>feedback</u> will help us to improve it.
<u> </u>
Tell us about your prescription
What payment method did you use?
O Debit or credit card
Cash
Other
or
◯ I didn't pay
How to send proof of your payment or age
It's as easy as sending a photo on your phone If you paid for your prescription, you can send a photo or scan of a receipt or bank statement. Remember to blank out your account number and sort code if sending a bank statement.
▶ <u>I don't have proof of payment</u>
If you are under 16 or over 60, you can send a photo or scan of your birth certificate or pasport.
Take a photo of your proof using a mobile phone or digital camera
2 Check the image is clear and you can read the information.
3 Upload your proof
Upload a file Choose File No file chosen
Can you provide more details?
Next

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Cancel



Challenge a Penalty Charge Notice

We will now review your case and get back to you. What is the best way for us to contact you?

You can choose email and/or telephone call.

Email
✓ Telephone call
or
I don't have access to email or a telephone
Next
Cancel

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BETA This is a new service – your <u>feedback</u> will help us to improve it.
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Challenge a Penalty Charge Notice What is your email address?
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BETA This is a new service – your feedback will help us to improve it. BETA This is a new service – Your feedback will help us to improve it. Challenge a Penalty Charge Notice
BETA This is a new service – your feedback will help us to improve it Back Challenge a Penalty Charge Notice What is your telephone number? Next
BETA This is a new service – your feedback will help us to improve it. Back Challenge a Penalty Charge Notice What is your telephone number?
BETA This is a new service – your feedback will help us to improve it Back Challenge a Penalty Charge Notice What is your telephone number? Next
BETA This is a new service – your feedback will help us to improve it. Back Challenge a Penalty Charge Notice What is your telephone number? Next Cancel
BETA This is a new service – your feedback will help us to improve it Back Challenge a Penalty Charge Notice What is your telephone number? Next



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Challenge a Penalty Charge Notice

Check your answers

How should we contact you?	Email or telephone call	<u>Change</u>
Email address	person@gmail.com	<u>Change</u>
Telephone number	0793834848	<u>Change</u>

Next

<u>Cancel</u>

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✓ Thank you

We are now reviewing your case and will contact you within 2 working days.

No additional charges will be added during this time.

You do not need to do anything until we contact you.

Michelle Doe Penalty Charge notice 7489202837



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