



Business Services Authority

BETA This is a new service – your [feedback](#) will help us to improve it.

Pay or Challenge a Penalty Charge Notice

Reference number: 7489202837**Action required**

You now have 28 days to let us know if you were entitled to claim free prescriptions (by 7 March 2019). If you don't respond you will be issued with a Penalty Charge Notice.

We have not been able to match your prescription details to our records

If we cannot match these details or confirm your eligibility for free prescriptions you may have to pay the charges outlined below.

Prescription charges	£26.40
Penalty charge	£100.00
Total amount	£126.40

Date prescription was claimed

Between 1 December and 31 December 2018

Details on the prescription

Name	John Marshall
Address	12 Old Oak Road, Throckley, Newcastle upon Tyne, NE15 9AD
Exemption reason ticked	Has a valid medical exemption certificate (Box 'E')

Pay

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

[Pay](#)**Challenge**

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

[Challenge](#)[Privacy policy and cookies](#) [Terms and conditions](#)Find more information about [Help with Health Costs](#).

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Your details don't match our records

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You might have received this warning because:

- your exemption certificate or prepayment certificate had expired
- we were unable to confirm what type of benefits you received
- you had a medical condition, you were pregnant or had given birth in the previous 12 months but did not have an exemption certificate
- the details on your prescription did not match our records

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Date prescription was claimed

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Details on the prescription

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You might have received this warning because:

- your exemption certificate or prepayment certificate had expired
- we were unable to confirm what type of benefits you received
- you had a medical condition, you were pregnant or had given birth in the previous 12 months but did not have an exemption certificate
- your name, address, date of birth or NHS number on your prescription did not match our records

If we cannot match your details or confirm your eligibility for free prescriptions you may have to pay the charges outlined below.

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You now have 28 days to let us know if you were entitled to free prescriptions (by 29 March 2019)

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