

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

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](#)

Start >

Before you start

You will need the following from your Penalty Charge letter:

- reference number
- total amount owed

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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](#)

▶ [If your reference number begins 'BECS/DR'](#)

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Enter your Penalty Charge Notice reference number again

We need to make sure we find the correct Penalty Charge.

▶ [If your reference number begins 'BECS/DR'](#)

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Confirming your identity

We need to confirm your identity before we can access your Penalty Charge Notice.

What is your date of birth?

For example, 31 03 1980

Day Month Year

<input type="text"/>	<input type="text"/>	<input type="text"/>
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Enter the total amount on your Penalty Charge Notice

£

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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 9AD
Date claimed	Between 1 December and 31 December 2018
Exemption reason submitted	Has a valid prescription prepayment certificate (Box 'F')

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.

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What happens next

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

We'll:

- 1 ask for some details about your exemption or benefit – this will help us do a more detailed check
- 2 ask about other exemptions you may have had, as this may be quicker for us to check
- 3 tell you how to send us proof if we cannot confirm your exemption straight away.
- 4 tell you the next steps

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

☐ Yes

☒ No

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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

☐ prescription prepayment certificate (PPC)

☐ HC2 certificate (full help with health costs)

☐ NHS Tax Credit Exemption Certificate

or

☒ no, none of these

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**Were you claiming any of these
benefits (or named on them)
between 1 December and 31
December 2018?**

☐ Income Support

☐ Income-related Employment Support Allowance

☐ Universal Credit

☐ Income-based Jobseeker's Allowance

☐ Your partner's Pension Credit Guarantee Credit award

or

☒ no, none of these

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Is there another reason why you feel you should not pay this Penalty Charge Notice?

☒ I paid for my prescription at the pharmacy

☐ I am under 16 or over 60

or

☐ no, none of these

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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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Tell us about your prescription

What payment method did you use?

☐ 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.

▶ [I don't have proof of payment](#)

If you are under 16 or over 60, you can send a photo or scan of your birth certificate or passport.

- 1 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

No file chosen

Can you provide more details?

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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

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What is your email address?

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What is your telephone number?

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Challenge a Penalty Charge Notice
Check your answers

How should we contact you?	Email or telephone call	Change
----------------------------	-------------------------	------------------------

Email address	person@gmail.com	Change
---------------	------------------	------------------------

Telephone number	0793834848	Change
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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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