

Challenge an NHS Penalty Charge Notice

If you have received a Penalty Charge notice you can use this service to tell us:

- if you think you were entitled to claim free prescriptions, or
- you have an exceptional reason not to pay a Penalty Charge Notice.

You will also need your PCN number. This is the 9-digit number on your Penalty Charge Notice.

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Pay a Penalty Charge Notice

If you want to pay a Penalty charge notice you can [pay online](#).

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View a Penalty Charge Notice

What is your PCN number?

Enter the 9 digit number on your Penalty Charge Notice letter.

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View a Penalty Charge Notice

Penalty charge reference 999999999



You have 28 days to pay or challenge this penalty charge (by 30 September 2017). Otherwise an additional penalty of up to £50 will be added to these charges.

Details from the prescription

Collected between:

1 June 2017 and 31 June 2017

Prescription for:

John Smith

Address:

3 Old Street, Town, City PSC 123

Date of birth:

01 January 1985

Exemption selected on the prescription:

Box "D" - has a valid maternity exemption certificate

Amounts due

Prescription charges:	£8.60
Penalty charge:	£50
Total due:	£58.60

Tell us if there is a mistake

You should use this service to tell us if:

- between 1 June 2017 and 31 June 2017, you were entitled to free NHS health costs, or
- had a valid NHS exemption or prescription prepayment

Tell us there is a mistake

What you should do next

Pay the penalty charge

You can pay all or part of the penalty charge now. The minimum payment is £8.60.

If you pay the minimum payment today there will be no further charges for 28 days.

Make a payment

Tell us about any exceptional circumstances

You can challenge this penalty charge if you had an exceptional reason not to pay.

Exceptional circumstances

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Did you have a valid Maternity Exemption Certificate between 1 June 2017 and 31 June 2017?

The exemption selected on the prescription was:
Box D - Has a valid maternity exemption certificate.

☐ Yes

☐ No

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What is your Maternity Exemption reference number?

[I do not have a Maternity Exemption reference number](#)

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Thank you

Using the information you gave us we have found your Medical Exemption Certificate.

Penalty charge notice 999999999 will be deleted from our system.

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How to avoid future penalties

- Make sure that your GP and dentist have your correct home address
- If you receive benefits or have an exemption certificate, make sure that the relevant organisations have your correct home address
- If you have an exemption certificate, make sure that it does not expire
- For more information visit www.nhsbsa.nhs.uk/penaltycharges

Feedback

Leaving feedback only takes five minutes. Your comments are extremely helpful and will help us to provide a better service.

[Leave feedback](#)