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# Pay or challenge a Penalty Charge Notice

If you have received an NHS Penalty Charge Notice you must respond as soon as possible.

You have 3 options:

- pay your Penalty Charge Notice – in full or in instalments
- tell us if there has been a mistake – answer a few questions so we can better match your details
- tell us if you have an exceptional reason not to pay

You will need your 9-digit PCN number. This can be found on your Penalty Charge Notice letter.

**Start** >



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Pay or challenge a Penalty Charge Notice

## What is your PCN number?

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

► [Have you lost your Penalty Charge Notice?](#)

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[◀ Back](#)

Challenge a Penalty Charge Notice

**Did you have a valid NHS maternity  
Exemption Certificate between 1  
September and 30 September 2017?**

☐ Yes

☐ No

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[◀ Back](#)

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## Did you have one of these exemptions between 1 September and 30 September 2017?

- ☐ A valid Medical Exemption certificate
- ☐ A valid Prescription Prepayment certificate
- ☐ A valid help with health costs (HC2) certificate
- ☐ Tax credits

or

- ☐ No, none of these

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[◀ Back](#)

Challenge a Penalty Charge Notice

## What is your Tax Credit Certificate reference number?

Enter the 11 digit number on your Tax Credit Certificate.

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

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✓ **Thank you**

**We have found your Tax Credit Certificate details.**

You do not have to pay any charges.

Penalty Charge Notice 234567891 has now been closed.

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## Things you should check

- Make sure your GP, dentist, any benefits organisations have your correct name and address.
- Make a note of the expiry date on your exemption certificate. If your card has expired do not continue to claim.
- Learn more about NHS penalty charges at [www.nhsbsa.nhs.uk/penaltycharges](http://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](#)