

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

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
- tell us if you have an exceptional reason not to pay

You will need the 9-digit number shown on your Penalty Charge Notice letter.

Start >

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Pay or challenge a Penalty Charge Notice

What is your Penalty Charge Notice number?

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

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

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Pay or challenge a Penalty Charge Notice

Penalty Charge Notice 123456789

For a prescription claimed between 1 October and 30 October 2017.

Don't delay

You have **28 days** to start paying or challenge this Penalty Charge Notice (by 16 December 2017). Otherwise an extra fine of up to £50 will be added to these charges.

Pay

Prescription charges

£8.60

Penalty charge

£43.00

Total due

£51.60

You can pay in full so that your debt is cleared straight away, or you can pay it off in instalments.

You will need a debit or credit card.

[Pay in full](#)

[Pay in instalments](#)

Details on the prescription

Prescription for

Bill Smith

Address shown on the prescription

3 Old Street, Old Town, NE1 0LD

Date of birth

01 January 1985

Declaration made

Box "E" (has a valid medical exemption certificate)

Challenge

[Tell us if there has been a mistake](#)

[Tell us if you had an exceptional reason not to pay](#)

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Challenge a Penalty Charge Notice

Did you have a valid NHS medical exemption certificate between 1 October and 30 October 2017?

☒ Yes

☐ No

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Challenge a Penalty Charge Notice

What is your NHS medical exemption certificate reference number?

Enter the 11 digit number on your NHS medical exemption certificate.

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

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Challenge a Penalty Charge Notice

We might need more information about your NHS medical exemption certificate. How should we contact you?

You can choose text messages and emails.

☐ Email

☐ Text message

or

☐ I don't have access to email or text messages

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Challenge a Penalty Charge Notice

What is your email address?

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Challenge a Penalty Charge Notice

Check your answers

NHS medical exemption certificate reference	2345678910111	Change
How should we contact you?	Email	Change
Email address	test@gmail.org	Change

Next

[Cancel](#)

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This Penalty Charge Notice is on hold or 2 days.

What happens next

We will use the information you gave us to check if you were entitled to free prescriptions between 1 October and 30 October 2017.

We will contact you within the next two working days to tell you the outcome.

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