

# Pay or challenge a Penalty **Charge Notice**

Use this service to:

- · pay your Penalty Charge Notice
- · make a challenge (if you know you were entitled to free NHS prescriptions or dental treatment at the time, or have an exceptional reason not to pay)



### Before you start

You will need your reference number. This can be found in the top lefthand corner of your Penalty Charge Notice.

► Have you lost your Penalty Charge Notice?



Pay or challenge a Penalty Charge Notice

## **What is your Penalty Charge Notice** reference number?

Enter the reference number on your Penalty Charge Notice letter.

Next



Pay or challenge a Penalty Charge Notice

## **Confirming your identity**

Before we can access your Penalty Charge Notice information we need to confirm your identity.

## What is your date of birth?

For example, 31 3 1980

Day Month Year

Next



Pay or challenge a Penalty Charge Notice

## Enter the total amount due on your **Penalty Charge Notice**

This can be found on your Penalty Charge Notice letter.

Next

Pay or challenge a Penalty Charge Notice

## Penalty Charge Notice 123456789

#### Don't delay

You have 28 days to start paying or challenge this Penalty Charge Notice (by 30 December 2017). If you don't respond, an extra fine of £50 will be added to these charges.

## Charges payable

Prescription Charges

£8.60

Penalty charge

£60

Total due

£68.00

#### Date prescription was claimed

Between 1 November and 30 November 2017

#### **Details on prescription**

Name

Bill Smith

Address

ticked

12 Old Oak Road, Throckley,

**NE67 9AD** 

Date of birth

01 January 1985

Exemption reason

Box "L" (has a valid prescription prepayment

certificate)

## Pay

You will need a debit or credit card.

Pay in full

## Challenge

You can make a challenge if you know that you were entitled to free prescriptions.

#### Challenge

If you were not entitled to free prescriptions but there's an exceptional reason why you should not have to pay, you will need to contact us.



Pay or challenge a Penalty Charge Notice

## What happens next?

We will guide you through some simple online questions. We will:

- ask for some details about the exemption or benefit ticked on your prescription
- · ask about other exemptions or benefits you may have had, as this might be easier for us to check
- · tell you how to send us proof if we can't confirm your exemption straight away

If we can confirm that you held a valid exemption at the time, your Penalty Charge Notice will be cancelled. You will not have to pay any charges.

Next



◆ Back

Challenge a Penalty Charge Notice

# Did you have a valid prescription prepayment certificate between 1 November and 30 November 2017?





Next



◆ Back

Challenge a Penalty Charge Notice

## What is your prescription prepayment certificate reference number?

Enter the reference number on your prescription prepayment certificate.

I do not have a reference number

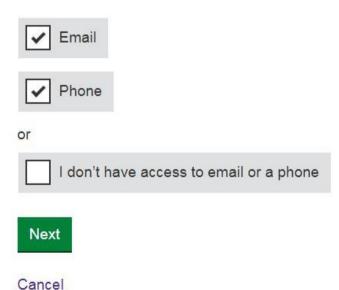
Next



Challenge a Penalty Charge Notice

# We need some more information about your prescription prepayment certificate. How can we contact you?

You can choose email or phone.





ALPHA This is a new service – your feedback will help us to improve it.

1 Back
Challenge a Penalty Charge Notice
What is your email address?

Next

Next

Cancel



ALPHA This is a new se	ervice – your <u>feedback</u> will he	elp us to improve it.		
◆ Back				
What is you	Charge Notice ur telephone	e number?	•	
Next				



◆ Back

Challenge a Penalty Charge Notice

# **Check your answers**

prescription prepayment certificate reference	2345678910111	Change
How should we contact you?	Email and phone	Change
Email address	tim@nhs.net	Change
Telephone number	07637881678	Change

Next



# What happens next

Thank you. We are now looking at this and will contact you within 2 working days. No additional charges will be added.

You do not need to do anything until we contact you.