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# 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)

**Start** >

## Before you start

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

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

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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

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## 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

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

This can be found on your Penalty Charge Notice letter.

£

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## 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.

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Challenge a Penalty Charge Notice

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

☒ Yes

☐ No

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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](#)

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✓ **Thank you**

**You do not have to pay any charges.**

We have matched your exemption based on the additional details you have provided. This Penalty Charge Notice has now been cancelled.

### 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.

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### Feedback

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

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