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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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## What is your Penalty Charge Notice reference number?

Enter the reference number on your Penalty Charge Notice letter.

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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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# 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	12 Old Oak Road, Throckley, NE67 9AD
Date of birth	01 January 1985
Exemption reason ticked	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](#).

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

☒ Yes

☐ No

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

You can choose email or phone.

☒ Email

☒ Phone

or

☐ I don't have access to email or a phone

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**What is your email address?**

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**What is your telephone number?**

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## Check your answers

prescription prepayment certificate reference	2345678910111	<a href="#">Change</a>
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How should we contact you?	Email and phone	<a href="#">Change</a>
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Email address	tim@nhs.net	<a href="#">Change</a>
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Telephone number	07637881678	<a href="#">Change</a>
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## 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.