

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

# Pay or Challenge a Penalty Charge Notice

Use this service to:

- pay your Penalty Charge Notice
- make a challenge

**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 Letter.

To confirm your identity we will ask for your date of birth and the total amount on 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

[Cancel](#)

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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 03 1980

Day    Month    Year

<input type="text"/>	<input type="text"/>	<input type="text"/>
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Next

[Cancel](#)

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## Enter the total amount on your Penalty Charge Notice

This can be found on your Penalty Charge Notice letter.

£

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Pay or Challenge a Penalty Charge Notice

# Penalty Charge Notice 234567891

## Don't delay

You have **28 days** to pay or challenge this Penalty Charge Notice (by 9 February 2018). If you don't respond, an extra fine of up to £50 will be added to these charges.

## Charges to pay

<b>Prescription charges</b>	£8.60
<b>Penalty charge</b>	£60
<b>Total amount</b>	<b>£68.60</b>

## Date prescription was claimed

Between 1 November and 30 November 2017

## Details on the prescription

<b>Name</b>	Michelle Doe
<b>Address</b>	12 Old Oak Road, Throckley, NE67 9AD
<b>Exemption reason ticked</b>	Has a valid maternity exemption certificate (Box "D")

## Pay

You will need a debit or credit card.

[Pay in full](#)

## Challenge

Find out if you can challenge your Penalty Charge Notice.

[Next](#)

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Challenge a Penalty Charge Notice

## Your challenge options

### You were entitled to free prescriptions

We will help you sort this out as quickly as possible.

It may be that your personal details on your exemption or benefit don't match the details at your GP surgery. We will ask a few simple questions so that we can confirm your exemption.

**Start** >

### You were not entitled to free prescriptions but have an exceptional reason

If you were not entitled to free prescriptions but have an exceptional reason why you made the claim, you can ask for a review of your Penalty Charge Notice.

Find out if you can ask for a review.

**Next**

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Challenge a Penalty Charge Notice

## Who can ask for a Penalty Charge Notice review?

We understand that you may have made an honest mistake and didn't mean to do anything wrong.

If you were not entitled to free prescriptions but have an exceptional reason why you made the claim at the time, you can ask us to review your Penalty Charge Notice. [Find out how to ask for a review.](#)

### Reasons we can't accept

We cannot review your Penalty Charge Notice if you:

- thought your NHS maternity exemption certificate was valid, but it had expired
- thought your NHS maternity exemption certificate would automatically renew
- feel you were misadvised by staff at your GP surgery or pharmacy

[What to do if you've realised you're not entitled to a review](#)

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Challenge a Penalty Charge Notice

## Asking for a Penalty Charge Notice review

### What you need to do

You will need to contact us and explain the exceptional reason why you claimed a free prescription.

### How to contact us

When you contact us you must include your:

- full name
- date of birth
- Penalty Charge Notice reference number 234567891

<b>Email</b>	Email us at <a href="mailto:nhsbsa.pecs@nhsbsa.nhs.uk">nhsbsa.pecs@nhsbsa.nhs.uk</a> We reply within 2 working days.
<b>Online</b>	Use our <a href="#">online contact form</a>  In the subject box select 'Prescription penalty charge.' We reply within 2 working days.
<b>Phone</b>	Call us on: 0300 330 9291  Lines are available Monday to Friday from 8am to 6pm, and Saturday from 9am to 3pm, UK time  If you're deaf or hard of hearing and you have a textphone (sometimes called a minicom), you can contact us using the Text Relay Service. Dial 18001 and then 0300 330 9291
<b>Post</b>	Write to us at: Prescriptions Penalty Charges Team, NHSBSA, Bridge House, 152 Pilgrim Street, Newcastle Upon Tyne, NE1 6SN

We offer a telephone translation service and provide documents in large print and braille on request.

### What happens next?

#### If the review is successful

Your penalty charge will be reduced or removed. However you will still need to pay the original prescription treatment charge.

#### If the review is unsuccessful

You will need to pay both the penalty charge and the original prescription {dental treatment} charge.