

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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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 03 1980

Day Month Year

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

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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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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

Prescription charges	£8.60
Penalty charge	£60
Total amount	£68.60

Date prescription was claimed

Between 1 November and 30 November 2017

Details on the prescription

Name	Michelle Doe
Address	12 Old Oak Road, Throckley, NE67 9AD
Exemption reason ticked	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.

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Challenge a Penalty Charge Notice

What happens next?

We will ask you a few simple questions. It may help to have your exemption details or benefits information ready.

We will:

- 1 Ask for a few details about your exemption or benefit
- 2 Ask about other exemptions you may have had, as this may be quicker for us to check
- 3 Tell you how to send us proof if we can't confirm your exemption straight away
- 4 Let you know the next steps

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