

Ms Jennifer Wade
37 Hollybank Road
Billesley
Birmingham
B130RF

Post date: 01 August 2025

Reference number: **524341020419**

Dear Ms Jennifer Wade,

For advice in other languages

Interpreter → 0300 330 1293
say which language you need.

This call will be charged at a local rate.

**We can also provide documents in
large print and braille on request**

Penalty Charge Notice: NHS dental treatment

NHS charges to pay

Dental treatment charges	£27.40
Penalty charge	£100.00
Total due	£127.40

Don't delay

Pay the full amount or start making a regular monthly payment or challenge your Penalty Charge Notice. Do this by **29 August 2025**.

If you do not pay in full or successfully challenge by this date, or if you fail to maintain a regular monthly payment, you may have to pay a surcharge of £50.00

Action required

An automated check has shown that on **10 June 2025** you claimed free NHS dental treatment.

This is because your submitted claim said you **get Universal Credit and meet the criteria**.

As we have not been able to confirm that you were entitled to claim free NHS dental treatment at the time, you have been sent this Penalty Charge Notice.

If you wish to challenge your Penalty Charge Notice, turn over the page for more information.

How to pay your Penalty Charge Notice

1. Go to our website at: **www.nhsbsa.nhs.uk/respond**

2. Pay the full amount or set up a Direct Debit. It's quick and easy to do. You must make a payment or set up a Direct Debit by **29 August 2025**, or you may have to pay a surcharge of £50.00.

If you are unable to pay in full or set up a direct debit, call us on **0300 330 1293** as soon as possible.



Why you have received a Penalty Charge Notice

There are a number of reasons why you might have been sent a Penalty Charge Notice:

- your details didn't match – you must make sure that your dental practice has your correct name and your current address
- your exemption certificate had expired
- we were unable to confirm that you were pregnant or had given birth in the previous 12 months
- we were unable to confirm what type of benefits you received

If you think there's been a mistake – make a challenge

You can challenge your Penalty Charge Notice if:

- you were entitled to claim free or reduced cost dental treatment at the time, or
- there is an exceptional reason why you should not pay the penalty charge, and you can show that you did not act wrongfully or with any lack of care

We won't usually accept a challenge if your exemption certificate had expired, or you feel that you were misadvised by dental practice staff.

Go to www.nhsbsa.nhs.uk/respond You must challenge by **29 August 2025**.

Contact us



Email nhsbsa.decs@nhsbsa.nhs.uk You cannot make a payment by email.



Phone **0300 330 1293** (this call will be charged at a local rate). Lines are available Monday to Friday from 8am-6pm, and Saturday from 9am-3pm. You will need your reference number 524341020419. You can make a payment over the phone with a debit or credit card.



Post Dental Penalty Charges Team, NHSBSA, Bridge House, 152 Pilgrim Street, Newcastle Upon Tyne, NE1 6SN and include your reference number 524341020419.

You can make a payment by post. Make cheques or postal orders payable to: **NHS Business Services Authority**. Do not send cash. Write your reference number 524341020419 and your postcode on the back.

NHS Penalty Charge Notices are issued in accordance with the NHS (Penalty Charge) Regulations 1999. The NHS Business Services Authority (NHSBSA) works on behalf of the NHS to check claims for free or reduced cost dental treatment via an automated process, and recover charges from patients who incorrectly claim they do not have to pay. This is done to protect public funds and provide best value for money for the taxpayer. We may contact you about taking part in surveys and research to learn what you need from our services. Find out more about your data rights and how we use your information at www.nhsbsa.nhs.uk/yourinformation

Are you entitled to free NHS dental treatment?

Check the categories to see if you could claim free dental treatment on:

10 June 2025

Age

- You are aged under 18 years old
- You are aged 18 and in full time education

Pregnancy

- You are pregnant, or have had a baby in the 12 months before your treatment started

To prove your entitlement, you can use a:

- MatB1 certificate
- valid maternity exemption certificate
- notification of birth form
- birth certificate

Income Related Benefits

- You are included in an award for Income Support, income-related Employment and Support Allowance or income-based Jobseeker's Allowance

The NHS does not cover the cost of your dental treatment if you are included in an award of contributions-based benefits only.

Universal Credit (UC)

- You are included in an award for Universal Credit (UC), and you and your partner (if you have one) had no earnings or combined net earnings for the last complete assessment period of £435 or less (or £935 or less if your UC includes either an element for child or you or your partner had limited capability of work)

Pension Credit (Guarantee Credit)

- You are included in an award for Pension Credit (Guarantee Credit)

The NHS does not cover the cost of your dental treatment if you are included in an award of Pension Credit (Savings Credit) paid on its own.

Tax Credit Exemption Certificate

- You are entitled to, or named on a valid NHS Tax Credit Exemption certificate

To be entitled to an NHS Tax Credit Exemption certificate, you must be included in an award of child tax credit, or working tax credit with a disability element (or both), and have had an annual family income of £15,276 or less at the time of the tax credit award.



Continued over

Are you entitled to free NHS dental treatment? (continued)

Low Income Scheme HC2 Certificate

- You are named on a valid HC2 certificate (NHS Low Income Scheme certificate for full help)

If you're named on a valid HC3 certificate for partial help, you may be entitled to some help towards the cost of your treatment.

Get help with NHS health costs

Go to www.nhs.uk/checkbeforeyoutick to check if you could get help with the cost of your dental treatment and other NHS charges.