

Miss Jennifer Wade  
37 Hollybank Road  
Billesley  
Birmingham  
B130RF

Post date: 12 August 2025

Reference number: **04259335926**

Dear Miss Jennifer Wade,

**For advice in other languages**

Interpreter ➔ ☎ 0300 330 9291  
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 prescriptions****NHS charges to pay**

Prescription charges	£39.60
Penalty charge	£100.00
<b>Total due</b>	<b>£139.60</b>

**Don't delay**

Pay the full amount or start making a regular monthly payment or challenge your Penalty Charge Notice. Do this by **09 September 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 or between **14 April 2025** and **05 May 2025** you (or your representative) claimed a free NHS prescription.

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 prescriptions 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](http://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 **09 September 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 9291** as soon as possible.



## Why you have received a Penalty Charge Notice

The details from your prescription are checked automatically against details held for your exemption.

You might have been sent a Penalty Charge Notice because:

- the personal details on your exemption certificate do not match those taken from your prescription – make sure these are correct at your GP surgery, any benefits organisations, and the NHSBSA
- your exemption certificate had expired
- we were unable to confirm what type of benefits you received
- you had a medical condition, or you were pregnant or had given birth in the previous 12 months, but didn't have an exemption certificate

## 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 prescriptions 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 your doctor or pharmacy staff.

Go to [www.nhsbsa.nhs.uk/respond](http://www.nhsbsa.nhs.uk/respond) You must challenge by **09 September 2025**.

## Contact us



**Email** [nhsbsa.pecs@nhsbsa.nhs.uk](mailto:nhsbsa.pecs@nhsbsa.nhs.uk) You cannot make a payment by email.



**Phone** **0300 330 9291** (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 04259335926. You can make a payment over the phone with a debit or credit card.



**Post** Prescription Penalty Charges Team, NHSBSA, Bridge House, 152 Pilgrim Street, Newcastle Upon Tyne, NE1 6SN and include your reference number 04259335926.  
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 04259335926 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 prescriptions 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](http://www.nhsbsa.nhs.uk/yourinformation)