

«FirstName» «Surname»
«Address1»
«Address2»
«Address3»
«Address4»
«postcode»

Your certificate details

Certificate for:

Certificate number:

Starts on:

Ends on:

About your certificate

We do not send out plastic cards any more, it is costly for the NHS and the environment.

Your certificate entitles you to free NHS prescriptions. It is still valid for use on the day it expires.

You can check your exemption status at <https://services.nhsbsa.nhs.uk/check-for-help-paying-nhs-costs/start-exempt>

It is important that you do not use this certificate after it expires. We check that patients who claim for free NHS prescriptions are entitled to the exemption they have declared. You are responsible for making sure that your certificate is valid when claiming free NHS prescriptions. If you claim after your certificate has expired, you could face a £100 penalty charge.

Collecting your NHS prescriptions

- Mark box 'F' on the back of the prescription form to confirm you have a valid certificate.
- You may need to show your certificate details as evidence of your entitlement to free prescriptions. You can still collect your prescriptions for free if you do not have your certificate with you.

How to report changes of circumstances

It is important that your details are kept up to date.

If you change your name, return this certificate to us along with a **copy** of one of the following:

- marriage certificate
- civil partnership certificate
- deed poll
- passport
- Decree Absolute

We will send you a new certificate.

If you change address, contact us with your full name, date of birth, old and new address and certificate number. There is no need to return this certificate to us.

In the event of the certificate holder's death, please let us know and return this certificate so we can stop a renewal reminder being sent. In certain circumstances a refund may be due, please see 'How to claim a refund'.

How to claim a refund

You may be able to claim a refund if you become entitled to free prescriptions while your certificate is still valid. Go to www.nhsbsa.nhs.uk/check to see what entitles you to free NHS prescriptions.

To claim a refund, please return this certificate to us. You need to say why you are claiming a refund and provide evidence of your entitlement to exemption (e.g. a copy of all pages of your benefit award notice).

For full refund details, including the time limit for claiming, check leaflet HC11 'Help with health costs' available at www.nhsbsa.nhs.uk/healthcosts

How to renew your certificate

Go to www.nhsbsa.nhs.uk/ppc, or buy at a registered pharmacy. A list of registered pharmacies can be found on our website.

Call us if you need help buying a new PPC.

How to contact us



Online www.nhsbsa.nhs.uk/ppc



Email nhsbsa.ppc1@nhsbsa.nhs.uk



Phone 0300 330 1341



Ask Us www.nhsbsa.nhs.uk/AskUs



Twitter @NHSHealthCosts



Facebook [NHSBSAHelpWithHealthCosts](https://www.facebook.com/NHSBSAHelpWithHealthCosts)



Post PPC
NHS Business Services Authority
152 Pilgrim Street
Newcastle upon Tyne
NE1 6SN

Our opening hours are 8am to 6pm Monday to Friday, 9am to 3pm Saturday. We offer a telephone translation service if English is not your first language and we can provide documents in large print or Braille on request.

For a chance to win £50 in high street vouchers, please take part in a short survey about your NHS prescription prepayment certificate at www.nhsbsa.nhs.uk/ppcsurvey