

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

Bridge House
152 Pilgrim Street
Newcastle upon Tyne
NE1 6SN

Tel: 0300 3301343
Email: lisscanning@nhsbsa.nhs.uk
Website: www.nhsbsa.nhs.uk/healthcosts
www.nhsbsa.nhs.uk/yourinformation

Date: 9 August 2024

Our reference: «CertNo»

Dear «Title» «Surname»

Your claim for help with health costs

Please find enclosed your **NHS Scotland Counter Fraud services** correspondence which you sent with your application form.

If you have any queries regarding these charges, please contact **0345 601 2912**.

Thank you for your claim for a refund of £92.52 paid to **NHS Scotland Counter Fraud services**.

I am sorry to tell you that you are not entitled to a refund of these charges because they are classed as recovered charges and as such cannot be refunded under NHS regulations. If you have any queries regarding these recovered charges, please contact **0345 601 2912**.

Thank you for your claim for help with health costs.

In your claim you referred to a penalty charge notice you have received regarding unpaid NHS charges. If you have any queries regarding this charge, please contact the department who issued the notice using the contact details on the letter they sent you.

For more information visit our website or search for 'Help with Health Costs' on Facebook. Alternatively you can contact us by telephone or email. 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.



Yours sincerely

«ActionOfficer»
Help with Health Costs