

## HOW TO PAY YOUR PENALTY CHARGE NOTICE (PCN)



### PAY ONLINE

You can pay your East Riding of Yorkshire Council penalty charge notice (PCN) online, either scan the QR code to the right, or visit



[www.eastriding.gov.uk/parkingfine](http://www.eastriding.gov.uk/parkingfine)

Payments can be made with debit or credit card

Please quote the 10-digit PCN number which starts with YE and the vehicle registration number quoted on the front of this notice

### PAYMENTS CAN ALSO BE MADE IN THE FOLLOWING WAYS



**By telephone** – penalty charges can be paid using our automated telephone system on number (0845) 1200020. Please have your debit or credit card and PCN number ready.



**In person at a Customer Service Centre (CSC)** – please present this PCN to the CSC staff to make payment. Please note: not all customer service centres have the facilities to accept payment of penalty charges.

**Before attempting to make payment by the above methods please wait two working days from the date of service of the PCN to allow the council's computer systems to be updated.**



**By post** – post cheques payable to "East Riding of Yorkshire Council" to ERYC CPE, PO Box 294, BEVERLEY, HU17 6FB. Please quote the 10-digit reference quoted on the front of this notice. If you would like a receipt, please enclose a self-addressed envelope.

### HOW TO APPEAL (also known as a Representation or Challenge)

The council will only accept appeals in writing to the address below.

All appeals will be considered on their individual circumstances and merits.

**Appeals received later than 28 days after the issuing of a Notice to Owner (NtO) may not be considered by the council.**

If you believe you have not committed the parking contravention or if you want to put forward mitigating circumstances, you **MUST** send in a written challenge to:

**ERYC CPE, PO Box 294,  
Beverley, HU17 6FB**

*All correspondence must include your PCN number, name and address and must be signed and dated.*

If you challenge this PCN within 14 days and the challenge is rejected the council will generally extend the period within which the reduced penalty charge may be paid.

**If the Penalty Charge is not paid or challenged**

If the penalty charge is not paid on or before the end of the 28 day period from the date this PCN was served or successfully challenged the Council may serve an NtO on the owner of the vehicle requiring payment of the penalty charge. The owner can make representation to the Council and may appeal to an independent adjudicator if their representations are rejected. The NtO will contain instructions for doing this. If you challenge this PCN but the Council issues an NtO anyway, the owner must follow the instructions on the NtO.

***If you pay the charge before the appeals process is completed, you will bring the matter to a close, as payment of the charge is deemed to be acceptance of the penalty.***

**Verbal appeals will NOT be accepted** due to the possibility of misinterpretation during the appeal process.

For further information on the appeals process visit [www.patrol-uk.info](http://www.patrol-uk.info)