

Armed Forces Pension Scheme Discretionary Awards Appeal Review (DAAR) – Customer Journey

Note: Should customers require assistance at any point during their DAAR, this may be obtained from Veterans UK Helpline:
UK - 0800 085 3600 or Overseas - +44 141 224 3600 or by email to: DBS-afpsi-authority@mod.gov.uk



Note: Customers should expect to know the outcome of the decision, in writing, within 40 working days of Veterans UK receiving the appeal. If, for any reason, Veterans UK cannot meet this timescale, they will write to the customer explaining the reason and the date they expect to make a final determination.

