

Armed Forces Pension Scheme

Early Payment of Preserved Pension (EPPP) and Early Payment of Preserved Pension Increases (EPPI) – Customer Journey

Note: Should customers require assistance at any point during their claim, 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 3 months of Veterans UK receiving the claim. 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.

