

# Armed Forces Pension Scheme Internal Dispute Resolution Procedure (IDRP) – Customer Journey

**Note:** Should customers require assistance at any point during their IDRP, 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](mailto:DBS-afpsi-authority@mod.gov.uk)

