Notes for people getting a War Pension living overseas
About this leaflet

We have sent you a letter with this leaflet. The letter tells you about the decision we have made on your claim for a War Disablement Pension, War Widows or War Widowers Pension or a War Pension Allowance.

Pages 3 to 8 tell you what to do if you disagree with our decision. **Includes important information about time limits.**

Pages 9 to 20 explain about allowances you may be entitled to.

Pages 21 to 27 tell you what changes you must tell us about.

Page 28 tells you about payment changes.

Pages 29 to 30 explain about other help you may be entitled to.

Pages 31 to 43 tell you where to get help and advice.

Page 44 Our service to you.

Page 45 to 46 Data Protection and Freedom of Information

Information in this leaflet about allowances, reviews and appeals relates to decisions made on or after 5 April 2010.
About this leaflet

The War Pensions Scheme is administered by Veterans UK. This leaflet gives you general guidance, but it is not a full statement of the law. Please remember that the law may change from time to time. This may affect your rights and responsibilities, including whether you are likely to get a war pension, how much you will get, and when you are likely to get it. If you need more advice about anything to do with war pensions, call Veterans UK Helpline on: 0808 1914 2 18.

For more information on our helpline and other ways to contact us please go to page 31
What to do if you disagree with our decision

You can ask us to explain our decision further. If you disagree with our decision, you can ask us to look at it again.

If you want more information about our decision or you want us to look at it again, you can contact us at the address on page 31.

For certain decisions you may also be able to appeal to an independent tribunal who can change the decision if they consider it is wrong. The letter telling you about the decision tells you if you have a right of appeal against it. There are time limits for appealing against a decision (see pages 6 to 7).

Reviews

If we have made an assessment we will normally not look at your case again unless you ask us to.

If we have awarded a pension or an allowance for a limited period, we will look at your case again at the end of that period.

When can you ask for a review?

You can ask for a review at any time. There is no time limit for asking for a review.
What to do if you disagree with our decision

How do you ask for a review?

If you want us to review your case, please contact us at the address on page 31. Remember to tell us your National Insurance number and the reason you want us to review our decision. You can find your National Insurance number at the top of the front page of any letters we have sent you.

There are special considerations if you want a review and your disablement is a 'noise-induced hearing loss' (see Leaflet-10 Notes about War Pension claims for deafness).

What happens next

If you ask for a review, we may send you a form to fill in. We will consider why you have asked us to look at your case again. We will write to you as soon as we can and tell you what we have decided.

If we increase the amount of your pension or allowance, we will normally only pay you the new amount from the date you asked for the review.

Some disablements may have improved or worsened since they were last assessed. If this is the case, the assessment for that condition may reduce or increase. This may or may not affect your overall assessment and the money we pay you.
What to do if you disagree with our decision

Veterans UK decisions

If you think our decision is wrong and the letter notifying you of that decision gives a right of appeal, you can appeal to an independent Tribunal.

You can appeal against:-

• the refusal of an award or level of entitlement;
• the level of an award (% assessment or rate of allowance if less than the maximum);
• the date from which an award starts;
• changes to the amount (upwards / downwards), or period of an award; and
• the label (medical name given for a claimed condition)

How to appeal

If you live overseas and you want to appeal you need to contact us in writing stating:-

• your name, address and National Insurance number;
• the name and address of any representative
• an address where documents can be sent or delivered (this will normally be your home address);
• the date and details of the decision you want to appeal against;
• why you disagree with the decision; and finally
• you must sign and date your letter.

If you fail to provide all of the required information, we may have to make further enquiries, which may delay or even make your appeal late.
**What to do if you disagree with our decision**

**Right of appeal**

Not every decision will carry a right of appeal. If you receive such a decision and you disagree with it you may ask for an appeal, but it will be up to the Tribunal to decide if it can be heard. If the Tribunal decide that the appeal cannot be heard, there is no further right of appeal against that decision.

**Appeal time limits**

Your letter or appeal form must be signed and received by us within 12 months, starting with the day on which the decision letter was sent to you.

**Late appeals**

In some circumstances you will be allowed to appeal even if you have not written to us within the 12 month period. When you write after this period however you must state why you (or someone on your behalf) did not write to us within the 12 month period. You cannot however appeal more than 24 months after the date on which the decision letter was sent to you.
What to do if you disagree with our decision

If you live overseas

If the Secretary of State does not object to the late appeal, it will proceed as if it were in time.

In all cases, in deciding whether or not to object, Veterans UK will also consider, despite the circumstances of the delay, whether the appeal was brought as soon as was reasonably practicable.

If Veterans UK objects to the late appeal being brought it will then be for the Tribunal to decide if it can hear the appeal.

Help and advice

The ex-service organisations listed in this leaflet may give free advice, if required on any aspect of War Disablement Pensions, including appeals. These organisations may represent you, free of charge at a hearing.

You can also contact us or our Veterans Welfare Service for help on any practical issues concerning your appeal.
What to do if you disagree with our decision

Decision of the Tribunal

The Tribunal may, depending on the issue under appeal;

- maintain Veterans UK's decision;
- accept a condition previously rejected or raise the level of entitlement;
- increase or reduce an award;
- change the date from which an award was made;
- change the amount or period of an award; and
- change the label (the medical name for the condition claimed).

Note - It is possible that a Tribunal could make a decision which is to your disadvantage.

If the Tribunal gives a different decision to that of Veterans UK, we will implement it as soon as is possible, unless Veterans UK decides to appeal the Tribunal's decision.

Further rights of appeal

If you disagree with the Tribunal's decision, you must seek advice from the Tribunal office on making an appeal to an Upper Tier Tribunal (UTT). If you live overseas this will be the Administrative Appeals Chamber for England and Wales.

Similarly, if Veterans UK disagrees with the Tribunal's decision it too can make an appeal.
Allowance for Lowered Standard of Occupation

To qualify for this allowance:

• your disablement must make you permanently unable to do your regular occupation or work of a similar standard that is suitable in your case;
• you must be getting a war pension at the 40% rate or higher;
• you must not be in receipt of any DWP benefit payable for incapacity to work; and
• you must be under 65 when you make your claim.

This allowance and your basic war pension cannot add up to more than 100% of the war pension rate.

You are not entitled to this allowance if you receive Unemployability Supplement, Treatment Allowance, Incapacity Benefit or are placed in the limited capability for work category for Employment Support Allowance or Universal Credit.

Unemployability Supplement

To qualify for an Unemployability Supplement:

• you must be getting a war pension at the 60% rate or higher; and
• you must be under 65 when you make your claim, and
• your accepted condition must be so serious that you cannot work for a period of 2 years or more.

You may not be entitled to Unemployability Supplement if you are on an employment training course.
Other allowances you may be entitled to

**Unemployability Supplement** - (continued)

If on reaching state pension age you choose to continue receiving Unemployability Supplement your State Pension will be adjusted.

If your situation changes you must let us know (see Changes you must tell us about) for further details.

You may also be entitled to extra allowances for the following people:

- your wife, husband or civil partner - The amount of money you will receive for them depends on how much they earn and any other benefits they are getting.

**Leaflet-9 Rates of War Pensions and allowances**

tells you how much they can earn

- your children - we may pay an allowance on top of any Child Benefit you already get for them. This allowance usually stops at age 16. However, it may be paid for them over this age if the child is still going to school, college or university full time. If you want to apply for the allowance after your child is 16, please contact us for a claim form.

- an adult dependant - This does not apply if you receive an allowance for your wife, husband or civil partner.
You may also be entitled to:

• **War Pensions Invalidity Allowance** if you have not reached age 60 and you get Unemployability Supplement:

If you live outside the United Kingdom, we may have to adjust the Unemployability Supplement to allow for benefits that you receive from the country you live in.

**War Pensions Constant Attendance Allowance**

You may be entitled to War Pensions Constant Attendance Allowance if:

• you need personal help because of the conditions we pay you a war pension for; **and**
• you receive a basic War Disablement Pension at the 80% rate or higher.

There are four different rates of the allowance. The more looking after you need because of your war pensioned conditions, the more allowance you will get. You can have this allowance even if you do not have somebody looking after you.

If you suffer from an illness caused by service before 6 April 2005 that is likely to limit your life to six months or less, you may be entitled to this allowance at the highest rate.

You can only have this allowance for personal help, not domestic help. We cannot normally pay you if you are in hospital, a care home or similar accommodation funded by the local authority or healthcare system in your country of residence.
Other allowances you may be entitled to

War Pensions Constant Attendance Allowance - (continued)
You can claim this allowance even if you already get Attendance Allowance, Armed Forces Independence Payment, the care component of Disability Living Allowance or the daily living component of Personal Independence Payment, but adjustment will be necessary.

Exceptionally Severe Disablement Allowance
You can have this allowance if you are getting War Pensions Constant Attendance Allowance at one of the two highest rates. You can have this allowance even if you are in hospital, care home or similar accommodation funded by the local authority or healthcare system in the country of residence.

Severe Disablement Occupational Allowance
You may be entitled to this allowance if you are getting War Pensions Constant Attendance Allowance at one of the two higher rates and you have a job.
You cannot have this allowance with Unemployability Supplement and some other benefits.
This allowance may be affected if you stay in a hospital, a care home or similar accommodation funded by the local authority or healthcare system in the country of residence.

Comforts Allowance
You are entitled to this allowance if you are getting War Pensions Constant Attendance Allowance or Unemployability Supplement.
You can have this allowance even if you are in hospital or a care home.
Comforts Allowance - (continued)
There are two rates of this allowance. You can have the **higher rate** if you are getting:

- War Pensions Constant Attendance Allowance and Unemployability Supplement; **or**
- War Pensions Constant Attendance Allowance at one of the two higher rates **and** a war pension at the 100% rate.

You can have the **lower rate** of Comfort Allowance if you get War Pensions Constant Attendance Allowance at the two lower rates **or** Unemployability Supplement.

**War Pensioners' Mobility Supplement**
War Pensioners' Mobility Supplement is to help you with the extra cost of getting about. You may be entitled to it if you get a war pension at 40% or more and you are unable or almost unable to walk because of your accepted conditions.

To get the supplement:

- you must have had both legs amputated through or above your ankles; **or**
- the conditions that you get a pension for must be the main reason you cannot walk (or why walking is so difficult) and this condition must be likely to last for six months or more; **or**
- the conditions that you get a pension for must be the main reason the effort of trying to walk could be a risk to your life or seriously damage your health; **or**
Other allowances you may be entitled to

**War Pensioners' Mobility Supplement** - (continued)
- the conditions that you get a pension for must be blindness assessed at 80% or more and deafness assessed at 80% or more. This must mean that you cannot walk outside without another person helping you.

We will look at how well you can walk using aids like a walking stick or an artificial limb. We will also look at the way you walk and how far and how long you can walk before you feel uncomfortable.

You can have this allowance even if you are in hospital.

If you get the mobility component of Disability Living Allowance, you can still claim the War Pensioners' Mobility Supplement or the mobility component of Personal Independence Payment but you will not receive both of them. We will pay you the supplement at a higher rate than the mobility component of Disability Living Allowance or mobility component of Personal Independence Payment. If you receive the Armed Forces Independence Payment, adjustment will be necessary.

There is no age limit for claiming War Pensioners' Mobility Supplement.

**Clothing Allowance**
You may be entitled to this allowance if you are getting a war pension at the 20% rate or higher, and are an amputee or your clothes wear out very quickly because of your accepted conditions. You can have this allowance even when you are in hospital.
Other allowances you may be entitled to

When a War Pensioner or War Widow/ War Widower dies

Payment of pension stops on the death of the pensioner or War Widow/ War Widower. We need to know immediately to avoid any overpayment.

Help with Funeral costs - you may wish to tell your next of kin about this.

We may pay funeral expenses of £2,200 towards the cost of a funeral where a war pensioner dies and:

- death was due to service;
- War Pension Constant Attendance Allowance was being paid or would have been in paid had the war pensioner not been in hospital when they died;
- Unemployability Supplement was in payment at the time of death and the War Pension was being paid at the 80% rate or higher.

A claim for funeral expenses must be made within 3 months of the date of the funeral.

War Widows or War Widowers Pensions

You may be entitled to a War Widow's or War Widower's Pension if:

- your spouse or civil partner's death was a result of his or her service in HM Armed Forces prior to 6 April 2005;
- your spouse civil partner was a civil defence volunteer or a civilian and their death was a result of the 1939 to 1945 war;
Other allowances you may be entitled to

**War Widows or War Widowers Pensions - (continued).**

- your spouse or civil partner was a merchant seaman, a member of the naval auxiliary services, or a coastguard and his or her death was a result of an injury or disease he or she got during a war or because he or she was a prisoner of war;

- your spouse or civil partner death was a result of his or her service as a member of the Polish Forces under British command during the 1939 to 1945 war, or in the Polish Resettlement Forces

- your spouse or civil partner was getting a War Pensions Constant Attendance Allowance at the time of his or her death, or would have been if they had not been in hospital; or

- your spouse or civil partner was getting a War Disablement Pension at the 80% rate or higher and was getting Unemployability Supplement.

We may be able to pay you a pension if you lived with a partner as husband and wife.

There are two rates of War Widows or War Widowers Pension - a higher rate and a lower rate.

**Higher rate**

We will pay you a War Widows or War Widowers Pension at the higher rate if you are:

- the widow or widower of an officer above the rank of Major or equivalent

- aged 40 or over
Other allowances you may be entitled to

War Widows or War Widowers Pensions - (continued).

- under 40 and getting an allowance for a child, or
- under 40 and unable to support yourself financially.

Lower rate
If you are not entitled to the higher rate, we will pay you a pension at the lower rate until you reach age 40. When you reach age 40, we will pay you the higher-rate pension.

Age allowance for older Widows or Widowers
You may automatically get an age allowance when you reach 65. We also increase this allowance at age 70 and age 80.

Temporary allowances
We will pay you a temporary allowance if your husband, wife or civil partner was getting War Pensions Constant Attendance Allowance, Unemployability Supplement or had underlying entitlement to Unemployability Supplement with Allowance for Lowered Standard of Occupation. You can only have this allowance for 26 weeks after your husband, wife or civil partner dies.

We will pay you this allowance based on the rate of your husband's, wife's or civil partner's pension. If your husband, wife or civil partner was getting some allowances, we will use them to work out how much we can pay you.
Other allowances you may be entitled to

**War Widows or War Widowers Pensions - (continued)**
The amount of money we can pay you is normally more than a War Widows or War Widowers Pension.
After 26 weeks you may receive a War Widows or Widowers Pension.

**Allowance for children**
Children may be entitled to Child Allowance if their parent's death was a result of his or her service. Child Allowance may be paid with War Widows / Widowers Pension or to a parent or guardian. This allowance usually stops at age 16. However, it may be paid for them over this age if the child is still going to school, college or university full time. If you want to apply for the allowance after your child is 16, please contact Veterans UK for a claim form.

**Rent Allowance**
We can pay Rent Allowance with a War Widows / Widowers Pension if you are maintaining a home for a child. If you are entitled to Child Allowance, Rent Allowance will be paid for as long as you are eligible and will continue to be paid for 26 weeks after the Child Allowance stops.
Other allowances you may be entitled to

**Treatment Allowance**

Treatment Allowance is a temporary allowance which replaces a war pension and is payable at the 100% pension rate instead of your normal war pension rate.

You may be entitled to this allowance if:
- you are employed but are having medical, surgical or recovery treatment in hospital or at home for the conditions we pay you a pension for;
- the treatment will help you get better;
- you lose some of your earnings as a result of the treatment, **and**
- it is the treatment, not the conditions, that stops you working for eight days or more. (Your pension takes into account that your conditions might stop you working.)

If your treatment stops you working for less than eight days but you still lose money, you can claim for Part Time Treatment Allowance.

If your conditions were made worse by your service, our doctors will also have to decide:
- if the treatment you are getting is because of the effect of service; **and**
- if you would have needed treatment now even if you had not been in the services.

Please send your claim for Treatment Allowance to us at the address on page 31. You should send your claim in **before** the treatment starts.
Other allowances you may be entitled to

Treatment Allowance – (continued)

Part Time Treatment Allowance
Part Time Treatment Allowance can be considered under if you are receiving occasional treatment for your accepted conditions. If treatment and any medically approved recovery period stop you from working for seven days or less you may be entitled to Part Time Treatment Allowance. Unlike Treatment Allowance which replaces basic War Disablement Pension, Part Time Treatment Allowance is:

- Paid in addition to basic War Pension
- Limited to the amount of earnings lost
- Subject to a daily maximum
- Restricted to a maximum of 3 daily payments in one week.
Changes you must tell us about

Some changes can affect pension payments, several examples are described in this leaflet. If your circumstances change and you are not sure whether it will affect your pension please get in touch with us to find out. If you don't tell us as soon as possible that your circumstances have changed and you are overpaid you will be expected to refund the amount overpaid.

If you act on behalf of someone else please tell us straight away if their circumstances change.

Changes to your health

If you have treatment for your accepted condition, which causes an improvement, please tell us.

Change of address

Please tell us straight away if you change your address. Your payments may be suspended and then cancelled if we cannot contact you because you have moved and we do not have your new address.

Change of payment details

If you change your account please write and tell us as soon as possible. We can then make sure your payment is sent to your new account.

Failure to comply with a request for information

If you fail to provide information we ask for, your War Pension, War Widows/ Widowers Pension and any Supplementary Allowances in payment may be suspended and eventually cancelled. Additionally, your War Pension and any Supplementary Allowances may be suspended or cancelled if you do not attend a medical board in connection with a review.
Changes you must tell us about

Returning to the United Kingdom
Please tell us if you decide to return to the United Kingdom to live.

Imprisonment
A War Pension or War Widows/ Widowers Pension is not normally payable if the pensioner is convicted of an offence and sentenced to serve a term of imprisonment. Please tell us straight away if this happens. The pension is normally stopped during imprisonment but some may be paid to a dependant if the Secretary of State thinks they will suffer hardship. Pension is normally restored on release.

Other compensation for your disablement
You should let us know if you receive compensation from any other source for the same disablement for which you are getting a War Pension. For example, from the Industrial Injuries Disablement Benefit Scheme, the Ministry of Defence (as your employer), or any third party who caused your injuries or disablement.

War Pension Constant Attendance Allowance
If you get this allowance you must tell us straight away if you;

- go into a hospital, care home or similar accommodation funded by the local authority or healthcare system in your country of residence
- start to get Attendance Allowance
- start to get the care component of Disability Living Allowance
- start to get the daily living component of the Personal Independence Payment
- receive free personal care payments
- receive Armed Forces Independence Payment
Changes you must tell us about

**War Pensioners Mobility Supplement**
If you get this allowance with your War Pension, you must tell us if you start to get Armed Forces Independence Payment, the mobility component of Disability Living Allowance or mobility component of Personal Independence Payment.

**Unemployability Supplement**
If you get this allowance, you must tell us straight away if you:
- start work
- start getting another benefit, pension or allowance from the Department for Work and Pensions, any other Government Department or the Training Agency
- start a course of vocational training run by the Training Agency (UK only).

**Unemployability Supplement - Allowance for wife/husband or other adult dependant**
If you get this allowance for your partner or adult dependant, you must tell us straight away if they:
- start work or get an increase in earnings
- start getting another benefit, pension or allowance from the Department for Work and Pensions, any other Government Department or the Training Agency
- stop living with you, divorce or die.
Changes you must tell us about

Unemployability Supplement - Allowance for Children

This allowance normally stops at age 16 but may be paid beyond this age if the child is still going to school, college or university full-time. (If you want to apply for this allowance to carry on after your child is 16 please contact us for a claim form.)

If you get this allowance you must tell us straight away if your child;

• starts a permanent job or paid training
• claims Income Support
• claims Universal Credit
• claims Employment and Support Allowance
• gets married
• is 16 or over and leaves school, college or university before the end of the term, changes school, college or university or the course of study ends
• does not go to school, college or university full-time for 3 months because of illness
• stops living with you for some reason
• dies

Allowance for Lowered Standard of Occupation

If you get this allowance you must tell us straight away if you;

• change or leave your job
• start to do a different job for the same employer
• were not working regular overtime or getting bonuses when you applied for this allowance but start to do so
Changes you must tell us about

Allowance for Lowered Standard of Occupation - (continued)

• have a change of income in your regular employment because of a promotion or change of contract for example (you do not need to tell us about an annual pay rise)

• are placed in the limited capability for work category for Employment Support Allowance or Universal Credit

• were unemployed and you start work

Severe Disablement Occupational Allowance

If you get this allowance, you must tell us straight away if you:

• go into a hospital, care home or similar accommodation funded by the local authority or healthcare system in the country of residence

• stop work for any reason apart from normal holidays

• become entitled to-
  State Pension
  Severe Disablement Allowance
  Carer’s Allowance
  Employment and Support Allowance

• get Statutory Sick Pay for more than 4 weeks

• change jobs or hours worked
Changes you must tell us about

If you remarry, form a civil partnership or start living with a partner as husband and wife

You can keep your pension if you marry, form a civil partnership or start living with a partner on or after 1 April 2015.

Child Allowance paid with War Widows/Widowers Pension

This allowance normally stops at age 16 but may be paid beyond this time if the child is still going to school, college or university full-time. (If you want to apply for this allowance to carry on after your child is 16 please contact us for a claim form.)

If you get this allowance you must tell us straight away if your child;

• starts a permanent job or paid training
• claims Income Support
• claims Employment and Support Allowance
• claims Universal Credit
Changes you must tell us about

Child Allowance paid with War Widows/ Widowers Pension - (continued)

- gets married
- is 16 or over and leaves school, college or university before the end of the term, changes school, college, university or the course of study ends
- does not go to school, college or university full-time for 3 months because of illness
- stops living with you for some reason
- dies.

Rent Allowance

We can pay a Rent Allowance if you are getting a child allowance with a War Widows/ Widowers Pension. If you are entitled to a child allowance, Rent Allowance will be paid for as long as you are eligible and will continue to be paid for 26 weeks after the child allowance stops. You must tell us straight away if:

- there is a change in the money you pay in rent, mortgage or Council Tax
- start to receive payment under the Council Tax Support Scheme
- there is a change in the money you get from anyone living with you, for example children, boarders or sub-tenants
- the child for whom you get an allowance stops living with you for any reason
- gets married or dies
- someone new starts living with you
Other benefits
If you are getting income-related benefit such as Income Support, Pension Credit, Working Families Tax Credit or Employment and Support Allowance you must tell your Jobcentre Plus or Social Security office about your War Pension.

About payment changes

Increases in war pension
War Pensions normally go up every April. We use the UK Consumer Price Index to work out how much they should go up by. We will write to you and tell you when the amount we pay you is going to change.

Exchange rates
We cannot pay you extra if changes in the exchange rates affect the way your war pension is converted from sterling into your local currency.
Other help you may be entitled to

Medical treatment abroad

As the NHS is a residence based healthcare system, if you live abroad or go to live abroad, the NHS ceases to have responsibility for healthcare cost under UK law.

For more information about overseas healthcare issues contact:

**Overseas Healthcare Services**

NHS Business Authority W
Bridge House
152 Pilgrim Street
NE1 6SN

**Overseas.healthcare@dwp.gsi.gov.uk**

As there is no NHS overseas, Veterans UK may meet the cost of treatment for your accepted war pension conditions provided the treatment is:

- clinically necessary for a disability due to service
- not available through the heath system in the country of residence.

Treatment may include surgery, dental treatment, glasses, aids, appliances and medication. Travelling expenses may also be payable if hospital treatment is needed for your accepted war pension condition(s).

If you live Australia or the USA, contact your Overseas Pension Agent or Department of Veterans Affairs **before** arranging any treatment.
Medical treatment abroad (continued).
If you live in any country other than Australia or the USA, you should contact Veterans UK directly for approval of your treatment. If you do not, you may not be able to claim back the cost of any treatment.

Ex-Far East and Korean Prisoners of War
If you were a prisoner of war in the Far East or Korea, you may have already had free medical tests for tropical diseases. If not, we can arrange them for you at specialist hospitals.

The tests are to find out if you show signs of any remaining diseases or conditions that you may need treatment for.

If you want more information, see Leaflet-7 Ex Far East and Korean Prisoners of War.
Where to get help and advice

Veterans UK Helpline
Veterans UK Helpline number is 0808 1914 2 18.
It is open:

• 8.00am to 5.00pm Monday to Friday.
The staff can give you general advice and can also help you to fill in your claim form.
We may monitor your phone calls to us to make sure we maintain our high standards of customer service and to train our staff.

You can write to us at:
Veterans UK
Norcross
Thornton-Cleveleys
FY5 3WP
England

You can contact us by E-mail at:
Veterans-UK@mod.gov.uk

You can find us on the Internet at:
www.gov.uk/veterans-uk

Department of Veterans’ Affairs (DVA)
These services are available in Australia and the USA to help war pensioners, war widows and war widowers get free and confidential advice about war pensions. If you live in one of these countries and are not sure how to contact your DVA, please call the Veterans UK Helpline on: 0808 1914 2 18.
Ex-Service organisations

There are many ex-service organisations which help veterans and their families. They can often give you help and advice on war pensions and allowances.

If you want to appeal against a decision on your claim, some of these organisations can help you with your case and represent you at the appeal. It will not cost you anything. You do not need to be a member of the organisations to get free advice.

These organisations include the following:

BLESMA-The Limbless Veterans
185-187 High Road
Chadwell Heath
Romford
Essex
RM6 6NA
Tel:  +44 208 590 1124
Fax: +44  208 599 2932
web:  www.blesma.org
e-mail: headquarters@blesma.org.

The association aims to promote the welfare of all those who have lost a limb or limbs, or one or both eyes, or the use of limbs as a result of their service in any branch of Her Majesty's Forces or auxiliary forces. It also aims to help dependants of these people and those ex-servicemen and servicewomen who lose a limb after service.
Where to get help and advice

**Burma Star Association**
34 Grosvenor Gardens
London
SW1W 0DA
Tel:  +44 207 823 4273
web:www.burmastar.org.uk
e-mail: burmastar@btconnect.com

The association provides a welfare service and gives free and confidential advice to all holders of the Burma Star.

**The Ex-Services Mental Welfare Society (Combat Stress)**
Tyrwhitt House
Oaklawn Road
Leatherhead
Surrey
KT22 0BX
Tel:  +44 1372 587000
web:www.combatstress.org.uk
e-mail: contactus@combatstress.org.uk

The society cares for ex-members of the armed forces and the Merchant Navy who have psychiatric disabilities. The society provides a network of regional welfare officers throughout the United Kingdom. There are also three short-term treatment centres and a veterans home.
Where to get help and advice

Defence Medical Welfare Service
The Old Stables
Redenham Park
Fyfield
Andover
Hampshire
SP11 9AQ
Tel: 01264 774000
web: www.dmws.org.uk
e-mail: info@dmws.org.uk

Purpose:
The Defence Medical Welfare Service (DMWS) delivers an independent and impartial 24 hour specialist welfare service to those members of the British Armed Forces who are receiving hospital care, their dependant relatives and entitled civilians in order to contribute to the coherence of the recovery and rehabilitation pathway for service personnel. The crucial practical and emotional support is provided at times when it is most needed and is bound by a code of confidentiality.

Mission:
To provide a high-quality hospital welfare service to the military community both serving and their dependants, on operations and static locations in UK and Overseas in order to sustain the delivery of military capability.
Where to get help and advice

The National Gulf Veterans and Families Association
Building E Office 8
Chamberlain Business Centre
Chamberlain Road
Hull
HU8 8HL
Tel:   +44 845 257 4853
web:www.ngvfa.org.uk
e-mail: info@ngvfa.org.uk

The NGVFA supports those affected by Gulf War 1 and Gulf War 2 (Iraq), the ongoing conflict in Afghanistan, and all future desert conflicts. Charity services and activities include welfare and advice, counselling, 24 hour free phone helpline, website - with a members only area, five day respite break and information guides.

The 'Not Forgotten' Association
4th Floor
2 Grosvenor Gardens
London
SW1W 0DH
Tel:   +44 207 730 2400
Fax:  +44 207 730 0020
web:www nfassociation org uk

The association helps disabled ex-service personnel. They provide televisions and holidays for severely disabled people and outings, concerts and gifts for people in hospitals and care homes.
Where to get help and advice

**The Gurkhas Welfare Trust**
P.O. Box 2170
22 Queen Street
Salisbury
SP2 2EX
**Tel:** +44 1722 323955

**The Officers’ Association**
Mountbarrow House
6-20 Elizabeth Street
London
SW1W 9RB
**Tel:** +44 207 808 4160 / +845 873 7153

e-mail: a.carrington@officersassociation.org.uk or

e-mail: k.wallis@officersassociation.org.uk

web: www.officersassociation.org.uk

The Officers Association gives advice and help to ex-officers and their families through;

- cash grants
- continuing allowances for those with very small incomes; and
- help towards care home fees.

In special circumstances they can also give help with education or training fees.
Where to get help and advice

**The Officers' Association** (continued)

There is a care home for single ex-officers near Teignmouth, Devon and a 12-bungalow estate near Watford for disabled ex-officers and their families.

The association also helps ex-officers to find suitable jobs, either when just leaving service or if they become unemployed.

**The Royal Alfred Seafarers' Society**

Head office
Weston Acres
Woodmansterne Lane
Banstead
Surrey
SM7 3HB

Tel: +44 1737 353763
web: www.royalalfredseafarers.com
e-mail: enquiries@royalalfred.org.uk

The society provides accommodation in Surrey and Sussex for former seafarers and their dependants. Sheltered housing and care homes are available in Surrey and there are homes in Sussex.
Where to get help and advice

The Royal Air Forces Association
117 1/2 Loughborough Road
Leicester
LE4 5ND
Tel: +44 116 266 5224
Fax: +44 116 266 5012
web: www.rafa.org.uk

The association gives help and advice to ex-RAF and Commonwealth Air Forces personnel.

The Royal British Legion
Haig House
199 Borough High Street
London
SE1 1AA
Tel: +44 808 802 8080
web: www.britishlegion.org.uk

The organisation provides for the welfare of ex-service personnel and their dependants. It provides:
• financial help
• care homes
• employment for the disabled
• small-business advice and loans
• resettlement training, and
• free pensions advice and much more.

All work is funded by public donations.

The Royal British Legion also provides a social focus for ex-service personnel through its branches and clubs all over England, Wales and Ireland
Where to get help and advice

The Royal British Legion Scotland  
The Earl Haig Fund Scotland and the Officers'  
Association Scotland  
New Haig House  
Logie Green Road  
Edinburgh  
EH7 4HR  
Tel:  +44 131 550 1562 / 1583  
They help all ex-service personnel, their widows or  
widowers and their dependants living in Scotland. They  
provide help with pensions, welfare advice and  
friendship.

The Royal Naval Association  
Room 209 Semaphore Tower  
PP70  
HM Naval Base  
Portsmouth  
PO1 3LT  
Tel:  +44 2392 723747  
Fax: +44 2392 723371  
web: www.royal-naval-association.co.uk  
The Royal Naval Association believes firmly that  
'welfare is not only money'. With 35,000 members, they  
are a brotherhood and sisterhood for life, offering  
friendship, comradeship and personal support to their  
members. Limited welfare funds are raised by  
members to support these activities.
Where to get help and advice

The Royal Hospital
Chelsea
London
SW3 4SR
Tel:  +44 207 881 5200
web:www.chelsea-pensioners.co.uk
e-mail: info@chelsea-pensioners.org.uk

The Royal Hospital provides a home for old soldiers who are getting an army long-service pension or a war pension. It is not a hospital.

The Royal Naval Benevolent Trust
Castaway House
311 Twyford Avenue
Portsmouth
PO2 8RN
Tel:  +44 2392 690112
Fax: +44 2392 660852
web:www.rnbt.org.uk
e-mail:rnbt@rnbt.org.uk

All ratings and other ranks of the Royal Navy or Royal Marines are part of the 'RNBT' family, so are their wives, husbands and dependant children. They number three million people worldwide.

The trust provides help such as:
• financial grants
• regular payments to supplement the income of older people
• care for older people at Pembroke House, and
• advice on welfare matters.
Where to get help and advice

**Blind Veterans UK (formerly St Dunstan’s since 1915)**

12-14 Harcourt Street
London
W1H 4HD

**Tel:** 0207 723 5021  
**web:** [www.blindveterans.org.uk](http://www.blindveterans.org.uk)  
**e-mail:** enquiries@blindveterans.org.uk

Blind Veterans UK, formerly St Dunstan’s believe that no one who’s served our country should battle blindness alone. They with a lifetime’s practical and emotional support, regardless of when they served and how they lost their sight. They help blind veterans to recover their independence and discover a life beyond sight loss.
Where to get help and advice

The Soldiers’, Sailors’, Airmen and Families Association
4 St Dunstan's Hill
London
EC3R 8AD
Tel:  +44 207 403 8783
web: www.ssafa.org.uk
e-mail: info@ssafa.org.uk

The association helps all service and ex-service personnel and their families. It acts as a friendly adviser, whatever the problem. It helps people to get all the practical and financial help they are entitled to from statutory sources. It acts as an agent of service, regimental and other funds to provide relief for those in need. And it offers accommodation for disabled people and care homes for the elderly. There are local representatives throughout the UK.

Forces Pension Society
68 South Lambeth Road
Vauxhall
London
SW8 1RL
Tel:  +44 207 820 9988
web:www.forcespensionsociety.org.uk
e-mail: memsec@forpen.co.uk

The Society serves the pension interests of ex-service personnel of all ranks and their dependants.
Where to get help and advice

War Widows' Association of Great Britain
C/O Haig House
199 Borough High Street
London
SE1 1AA
Tel:  +44 845 241 2189
e-mail:Info@warwidows.org.uk
The War Widows' Association exists to improve the conditions of war widows and widowers and their dependants in Great Britain. Its work includes anyone who receives a war widows or widowers pension regardless of whether they have lost their husband or wife in peacetime or as a result of war.
Our Service

We aim to provide a high-quality service and to treat everyone equally.

We are always trying to improve the service that we give you. To help us give you a better service, we have a Customer Service Manager.

If you want to tell us anything about our service, you can get in touch with our Customer Service Manager.

Please write to:

Customer Service Manager
Veterans UK
Norcross
Thornton-Cleveleys
FY5 3WP
England.

Or, you can phone the Helpline on: 0808 1914 218. and ask for the Customer Service Manager.
How the MOD collects and uses personal information

The Ministry of Defence (MOD) is committed to protecting the privacy and security of your personal information and ensuring that all your personal data is processed in accordance with UK data protection legislation. The MOD Personal Information Charter contains the standards you can expect when we ask for, hold or share your personal information and your rights under the UK data protection legislation. You can view the Personal Information Charter on the internet https://www.gov.uk/government/organisations/ministry-of-defence/about/personal-information-charter

Further information can be found on the internet on the way the Veterans UK processes your data in line with the charter. You can view by visiting https://www.gov.uk/government/publications/defence-business-services-privacy-notice

Alternatively, we can send you a copy if you ask us to. Our contact details are on page 31
How to make an FOI request

You can read about the Freedom of Information (FOI) Act and how to make a request on the internet https://www.gov.uk/make-a-freedom-of-information-request

To make a new request, contact us at:

Freedom of Information Act and Environmental Information Regulation requests
MOD Information Rights Team
Ground floor, zone D
Main Building
Whitehall
London
SW1A 2HB

Email cio-foi@mod.uk

Please note: Not to be used for requesting your own information (Subject Access Request), Service records including for deceased relatives, or pension enquiries.

When making a request make sure you include
• your name and a contact address
• a detailed description of the information you want - for example, you might want all information held on a subject, or just a summary