

# MOD MEDAL OFFICE CONTACTS

Tel: 0800 085 3600  
0141 224 3600

Web: [www.gov.uk/apply-medal-or-veterans-badge](http://www.gov.uk/apply-medal-or-veterans-badge)

Email: [DBS-medals@mod.gov.uk](mailto:DBS-medals@mod.gov.uk)

Post: MOD Medal Office,  
Innsworth House,  
Imjin Barracks,  
Gloucester,  
GL3 1HW



Veterans UK is the MOD's dedicated veterans support organisation for service personnel, veterans and their families and works in partnership with the wider MOD, other Government departments and other organisations, who provide support and advice to the Veterans Community.

## Check out the Veterans Today Blog

A Veterans Today Blog features stories from Veterans UK, their partners and stakeholders and from veterans themselves on the programmes, initiatives and support available to Serving Personnel and the veterans community.

To follow the blog posts go to: [Veteranstoday.blog.gov.uk](http://Veteranstoday.blog.gov.uk)

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MOD Veterans UK



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# A guide to MINISTRY OF DEFENCE MEDAL OFFICE



DEFENCE BUSINESS SERVICES

The Ministry of Defence Medal Office (MODMO) is part of Defence Business Services and is responsible for the provision of medals authorised by Her Majesty the Queen to British Service Personnel and veterans.

### Serving Personnel

The MOD Medal Office conducts assessments for the UK's serving Armed Forces Regulars and Reservists, delivering over 1500 medals per month. These include medals for operational service in areas such as Afghanistan to medals for conduct, including the Long Service and Good Conduct medal.

### Veterans

The MOD Medal Office also conducts assessments for both Veterans and the next of kin of deceased personnel. From World War 2 to the Iraq Campaign, the Historic Section receives 200-300 applications a week. These applications are checked by our highly skilled assessors to determine entitlement and medals are issued accordingly.

### The Elizabeth Cross

Instituted in 2009 The Elizabeth Cross and Memorial Scroll are granted to the next of kin of UK Armed Forces personnel who have died on operations or as a result of an act of terrorism since 1948 in national recognition of their loss and sacrifice. The Elizabeth Cross is not a posthumous medal for the fallen but an emblem demonstrating tangible national recognition for Service families. Many of these awards are still unclaimed and can be issued once the next of kin has been verified. Applications can be made to the address overleaf.

### What's New

The General Service Medal 2008 was announced in 2016 to recognise service on specified operations since January 2008. Those eligible will have served

on designated medal earning operations facing dangerous and demanding circumstances that do not qualify for Operational Service or Campaign medals. A clasp with a specific geographic location to denote where the individual operation took place, such as Arabian Peninsular, Southern Asia, Eastern Africa, Western Africa and Northern Africa will be added to the medal as appropriate.

July 2018 saw the first Operational Service Medal created since 2003, for service in Iraq and Syria. The OSM Iraq & Syria eligibility criteria were extended in February 2019 to recognise those, including civilians, who have made a significant contribution from outside the conventional area of operations in Iraq and Syria; this award does not have a clasp.

In February 2019, the HM Armed Forces Veterans Card was launched to allow veterans to maintain a tangible link to their career in the forces and easily verify their service should they require access to support from the NHS, local authorities and charities. This is currently issued to those leaving the Armed Forces. Information on how to apply for a Veterans Card will be available later in 2019.

### Replacement Medals

The MOD Medal Office will consider replacing lost medals at cost where proof of loss is provided, in the form of either a Police Crime Report or a successful insurance claim for instances such as burglary, theft or house fires. Losses through house moves or medals that have been misplaced over time cannot be considered for replacement. In such cases, individuals may wish to purchase replica medals from reputable dealers.

### How to apply for a Medal

If you believe that either you or a member of your family are entitled to a medal and have not yet claimed them then you can contact the MOD Medal Office.

Tel: 0800 085 3600 or 0141 224 3600  
Email: [dbs-medals@mod.gov.uk](mailto:dbs-medals@mod.gov.uk)

To apply for a medal, please download the medal application form available on GOV.UK see: [Apply for a Veterans Badge or a medal](#). Complete and send the form, along with any supporting documents, to:

MOD Medal Office, Innsworth House, Imjin Barracks, Gloucester, GL3 1HW

If you need to contact the MOD Medal Office regarding a medal application email: [dbs-medals@mod.gov.uk](mailto:dbs-medals@mod.gov.uk)

### HM Armed Forces Veterans Badge

The HM Armed Forces Veterans Badge was launched in May 2004 to raise the profile of veterans by assisting the wider public to recognise them.

On 10 May 2004, the first Veterans Badge was issued to Lord Healey, a veteran of the Battle for Monte Cassino.

The badge is enamelled, engraved, pinned and features the words "HM Armed Forces – Veteran", and the Tri-Service, Anchor, Crossed Swords and Eagle motif. Its symbolism is intended to unite all veterans in recognising the commonality of their service, to encourage a sense of unity and community between surviving veterans, and to ignite public recognition of our veterans and their continuing contribution to society.

### Eligibility

All those who have served in HM Armed Forces, including Volunteer and Regular Reserves.

**Exceptions:** Veterans who served in Armed Forces of other countries (e.g. Canadian Navy or Royal Australian Air Force) and those who served alongside HM Armed Forces are not eligible.

### Posthumous requests

The badge is a survivor's badge and therefore is not issued posthumously. The only exception is for War Widows and Widowers who are in receipt of a War Widows/Widowers' Pension paid by the Ministry of Defence. This also includes those who have received an award of Survivor's Guaranteed Income Payment (SGIP) under the Armed Forces Compensation Scheme (AFCS). This is in recognition of the fact that their death was due to their military service.

### How to apply for a HM Armed Forces Veterans Badge

To make an application for the Veterans Badge visit "[apply-for-a-veterans-badge](#)" held on [www.gov.uk](http://www.gov.uk)

Please return your completed form to the MOD Medal Office, Innsworth House, Imjin Barracks, Gloucester, GL3 1HW

For assistance in applying you can contact the Veterans UK helpline number Monday to Friday between 08:00 – 17:00 on Freephone (UK) 0808 1914 218, from overseas +44 1253 866 043 or by emailing: [veterans-uk@mod.gov.uk](mailto:veterans-uk@mod.gov.uk)

For general enquiries you can contact the MOD Medal Office Helpline on 0800 085 3600

