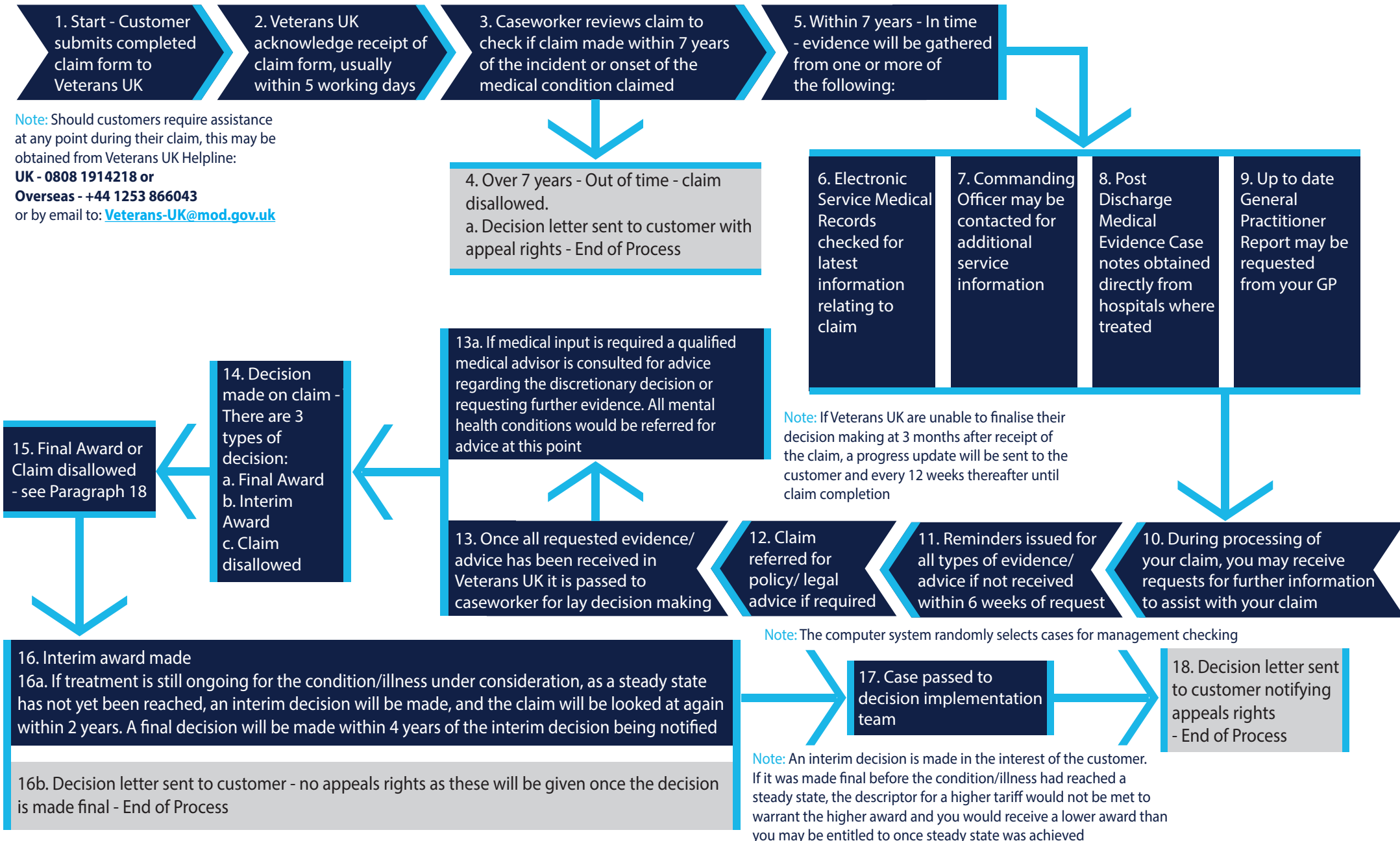


Armed Forces Compensation Scheme Claim - Customer Journey

Note: Time limits for claims are set in law but there are certain exemptions see <https://www.gov.uk/guidance/armed-forces-compensation-scheme-afcs> for details



Note: Should customers require assistance at any point during their claim, this may be obtained from Veterans UK Helpline:
UK - 0808 1914218 or
Overseas - +44 1253 866043
 or by email to: Veterans-UK@mod.gov.uk

Note: If Veterans UK are unable to finalise their decision making at 3 months after receipt of the claim, a progress update will be sent to the customer and every 12 weeks thereafter until claim completion

Note: The computer system randomly selects cases for management checking

Note: An interim decision is made in the interest of the customer. If it was made final before the condition/illness had reached a steady state, the descriptor for a higher tariff would not be met to warrant the higher award and you would receive a lower award than you may be entitled to once steady state was achieved