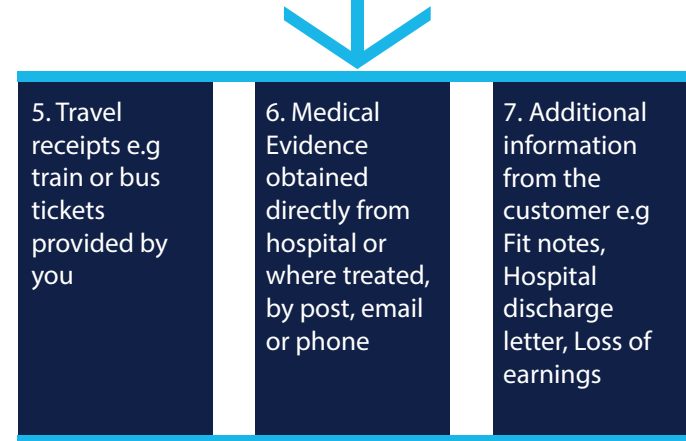


War Pension Scheme Treatment Expenses Claim - Customer Journey

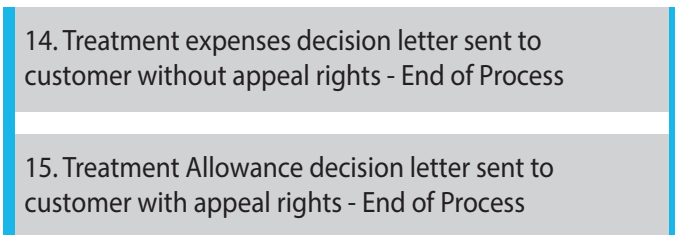
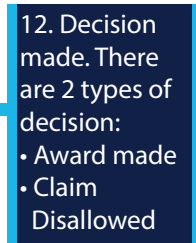
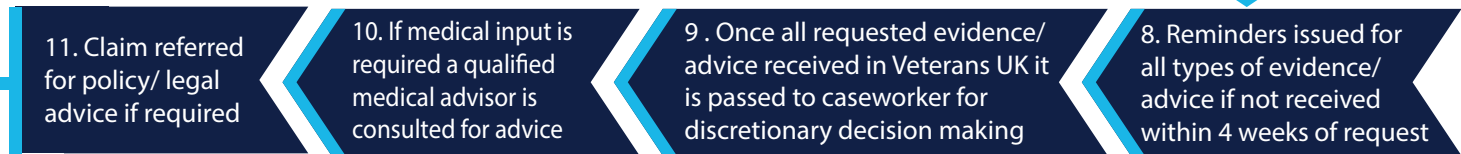


Note: Should customers require assistance at any point during their claim, this may be obtained from Veterans UK Helpline:
UK - 0808 1914218 or
Overseas - +44 1253 866043
 or by email to: Veterans-UK@mod.gov.uk



Note: During processing of your claim, you may receive requests for further information to assist with your claim

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: Only Treatment Allowance decisions hold appeal rights, any other treatment expenses considered do not hold appeal rights