



Ministry  
of Defence

## External Gov.UK - Frequently asked questions: LGBT Financial Recognition Scheme

Top frequently asked questions for the LGBT Financial Recognition (FR) Scheme.

### General LGBT FR Scheme Policy Questions

#### Who is eligible for the LGBT Financial Recognition Scheme?

The LGBT Financial Recognition Scheme is open to those who served under and suffered, during their service in HM Armed Forces, from the Ban, between 27<sup>th</sup> July 1967 and 11<sup>th</sup> January 2000.

#### What are the two types of payments offered under the LGBT Financial Recognition Scheme? And why have they been divided?

The Government recognises the broad range of ways our veterans were impacted by the Ban and has therefore separated the scheme into two payment types, which address different experiences. These payment types will be assessed concurrently, to avoid delaying payments, and veterans can apply for either or both payments.

The LGBT Dismissed or Discharged payment is only for veterans who were dismissed or administratively discharged, including officers who were ordered or instructed to resign or retire by their respective Service Board, based solely on the basis of their actual or perceived sexual orientation or gender identity, from 27 July 1967 to 11 January 2000 (under the Ban).

The LGBT Impact payment is open to all those impacted by the Ban, including those dismissed or discharged, and recognises other experiences had under the Ban (27 July 1967 to 11 January 2000). Assessments will be made by an Independent Panel, separate from and independent of the Ministry of Defence.

#### How long will the LGBT Financial Recognition Scheme be open for?

The LGBT Financial Recognition Scheme will be open from 13<sup>th</sup> December 2024 until 12<sup>th</sup> December 2026.

The LGBT Financial Recognition Scheme will be open for applications for 24 months from the date the LGBT Financial Recognition Scheme is launched. No applications will be accepted before the application window is opened or after it closes.

#### Will payments be taxed? / Will payments affect benefits?

The Ministry of Defence has worked with His Majesty's Treasury, His Majesty's Revenue & Customs and the Department of Work and Pensions to ensure that payments made by the LGBT Financial Recognition Scheme are exempt from income tax and do not impact on means tested benefits, to ensure the amount awarded is the amount our valued veterans receive.

## **How long will it take for applicants to receive payment?**

It is difficult to provide an exact timeline for receiving financial recognition payments, as it depends on the payment(s) applied for and the ease of accessing the supporting evidence. However, applicants will be updated on each step of the process and this Government understands the need for timeliness in delivering this important recognition.

## **Is the LGBT Financial Recognition Scheme a compensation scheme and how do these payments compare to other schemes e.g. Infected Blood payments/Post Office etc?**

No – the LGBT Financial Recognition Scheme is not a compensation scheme. It is important to recognise that the scheme is not seeking to compensate and therefore comparisons should not be made to compensation schemes such as the Infected Blood Inquiry. The aim of the Financial Recognition Scheme is to recognise the hurt caused to those who served under and suffered from the Ban on LGBT personnel serving in HM Armed Forces between 1967-2000.

The payments sit alongside the non-financial restorative measures being delivered by Defence and are an expression of the regret the Government feels for the inexcusable experiences, and the impact they had, on those affected under the Ban.

## **Will you be reaching out to service personnel affected, why not?**

Due to the length of time that has passed since the Ban was lifted, and differences in record keeping at the time, Defence has no comprehensive way of identifying those impacted by the Ban. It is also important that applications are made through a standardised process to ensure fair and equal opportunity to all that apply. We will be reaching out to anyone who has registered an interest in the financial recognition payment as part of their application for non-financial restorative measures to encourage them to apply.

## **Will there be an appeals process for veterans whose applications are rejected?**

Yes, the LGBT Financial Recognition Scheme appeals process will allow individuals to challenge or request a review of decisions if they believe they were incorrect according to certain criteria. It is important that the decisions made on the scheme are fair and consistent whilst reviewing applications on a case-by-case basis. Further information will be available when the Scheme goes live at [LGBT Veterans Next Steps](#).

## **Will applications for LGBT Financial Recognition Scheme from terminally ill veterans be expedited?**

Yes, applications from terminally ill veterans will be expedited within both payment processes of the Scheme.

Applicants will need to submit supporting evidence, and more information can be found in the Guide: 'How to Apply for a Financial Recognition Payment' which can be accessed at <http://www.gov.uk/lgbt-veterans>.

## **Why has it taken so long to develop the LGBT Financial Recognition Scheme?**

The process for developing this type of scheme, particularly one that seeks to address historic wrongs is extremely complicated, involving multiple departments and numerous processes. Whilst we appreciate the veterans have waited far too long for this recognition, it is important that we deliver a well thought out scheme.

## **What is the objective of the LGBT Financial Recognition Scheme?**

The LGBT Financial Recognition Scheme recognises the hurt caused for those who served under and suffered from the Ban on LGBT personnel serving in HM Armed Forces between 1967 and 2000, as recommended in the Etherton Review. The payments express the regret the Armed Forces feel for the inexcusable experiences and the impact it had on those affected under the Ban during Service. The payments are not compensation payments and do not seek to compensate for any pecuniary losses or attempt to place personnel in a financial position they could have been in, but for the Ban.

## Application Process LGBT Financial Recognition Scheme

### I have expressed interest through the non-financial restorative measures application form, will I have to reapply?

Yes. The expression of interest made via the non-financial restorative measures application form was used to enable us to learn more about those who will be applying for to LGBT Financial Recognition Scheme and to assist in designing the most suitable scheme possible.

If you believe you are eligible for a LGBT Financial Recognition Scheme payment, please apply using the dedicated application process on <http://www.gov.uk/lgbt-veterans>

### How do I apply?

You can only apply for the LGBT Financial Recognition scheme via the Financial Recognition Scheme App or via an official LGBT Financial Recognition Scheme hard copy application form.

A hard copy of an Appeal Request form can be obtained from Veterans UK Helpline:

Email	Freephone (UK only)	Telephone (overseas)
<a href="mailto:veterans-uk@mod.gov.uk">veterans-uk@mod.gov.uk</a>	0808 1914 2 18  [Note: Normal Service 8.00 am to 4.00 pm Monday to Friday]	+44 1253 866 043  [Note: Normal Service 8.00 am to 4.00 pm Monday to Friday]

The application process is outlined here <http://www.gov.uk/lgbt-veterans>.

### What is the process to apply for the LGBT Financial Recognition Scheme?

Applying for a Financial Recognition Scheme payment online is a two-step process, as outlined in the Scheme Rules which can be found at <http://www.gov.uk/lgbt-veterans>.

- **Step one** involves registration for a Defence Gateway account to confirm you served in HM Armed Forces during the period of the Ban (27 July 1967 to 11 January 2000). More detail can be found in the Guide: 'How to Apply for a Financial Recognition Payment' which can be found on <http://www.gov.uk/lgbt-veterans>.
- **Step two** – having obtained a Defence Gateway account, your sign in will take you to the LGBT Financial Recognition Scheme App where you can complete your application. The App allows you to fill in your personal details and information about your Service, select which payment type(s) you want to apply for, provide a written account of your experiences and upload any supporting evidence/documents. The LGBT Financial Recognition Scheme App will autosave your application as it is completed, and so if you need to take a break, the application will be saved for you to come back to it later.

**Hard Copy Applications** - if the applicant would prefer to submit a hard copy application, they should contact **Veterans UK Helpline** who will send out a hard copy application form with a Freepost envelope:

Email	Freephone (UK only)	Telephone (overseas)
<a href="mailto:veterans-uk@mod.gov.uk">veterans-uk@mod.gov.uk</a>	0808 1914 2 18  [Note: Normal Service 8.00 am to 4.00 pm Monday to Friday]	+44 1253 866 043  [Note: Normal Service 8.00 am to 4.00 pm Monday to Friday]

More information can be found on the Guide: 'How to Apply for a Financial Recognition Payment' which can be found at <http://www.gov.uk/lgbt-veterans>.

### **What is Defence Gateway? And how do I register for a Defence Gateway account?**

The [Defence Gateway](#) is an online platform that provides members of the wider Defence community with secure access to a selection of Defence web applications from a privately-owned mobile, laptop or desktop device. More information can be found on [Defence Gateway - GOV.UK](#)

A link to the LGBT FR Scheme Defence Gateway registration form can be found on <http://www.gov.uk/lgbt-veterans>. This form will allow you to register for a Defence Gateway account and will capture limited data, such as your name, when you were in service, your name now (if different), your service number and your email address. This registration process allows us to identify you and confirm that you served during the period of the Ban. Once your Defence Gateway account is approved, the LGBT Financial Recognition Scheme will send your Defence Gateway sign-in details to you via email. Please ensure the email address you provided is correct and that you check your junk folder for correspondence from the Scheme.

More information can be found on Guide: 'How to Apply for a Financial Recognition Payment' which can be accessed at <http://www.gov.uk/lgbt-veterans>.

### **I have forgotten my Defence Gateway password?**

If you have forgotten your Defence Gateway password, and need to reset your password or are having trouble accessing your Defence Gateway account, please follow the guidance provided in the Guide: 'How to Apply for a Financial Recognition Payment' which can be found at <http://www.gov.uk/lgbt-veterans>.

### **I need help with my Defence Gateway account?**

Please follow the guidance on the Defence Gateway Helpdesk - <https://helpdesk.defencegateway.mod.uk/>

Please note only the Defence Gateway Help Desk can assist with technical issues.

### **How do I update my application?**

Changes can be made to an application after it has been submitted up to 2 weeks post the submission date. After this point the application will be moved to the initial application check phase, and you will no longer be able to make changes.

The Financial Recognition Scheme will let you know when your application starts undergoing the initial application check. If, after the application has started the initial application check phase, you need to make amendments to your application, you should contact the LGBT Financial Recognition Scheme via:

- Email: [LGBT-FRScheme@mod.gov.uk](mailto:LGBT-FRScheme@mod.gov.uk)

or

- Post: Freepost LGBT FR SCHEME

at the earliest opportunity.

More information can be found in the Guide: 'How to Apply for a Financial Recognition Payment' which can be accessed at <http://www.gov.uk/lgbt-veterans>.

### **What if I don't remember my service dates or details?**

You can still apply even if you do not remember your service dates or details. Service records can be identified through other personal details supplied, such as date of birth and national insurance number, and will allow your application to be processed.

We will contact you for further information should this be needed, and more information can be found in the Guide: 'How to Apply for a Financial Recognition Payment' which can be accessed at <http://www.gov.uk/lgbt-veterans>.

### **How will I be notified about the progress of my application?**

If you applied online, you can track your progress in real time via the LGBT Financial Recognition Scheme App. If you applied via a hard copy application form, you will be unable to track your application in real time. However, the LGBT Financial Recognition Scheme, will keep you updated at each stage of the process via your confirmed method of communication.

More information can be found in the Guide: 'How to Apply for a Financial Recognition Payment' which can be found at <http://www.gov.uk/lgbt-veterans>.

### **Do I need a lawyer to help me apply? Or can I have someone else submit the application on my behalf?**

Legal representation is not necessary to apply to the Scheme.

A legal representative can apply on the applicant's behalf if the applicant lacks capacity to complete the application themselves. Posthumous applications cannot be submitted. A legal representative will need to provide their details to confirm their identity as part of the process.

More information can be found in the Guide: 'How to Apply for a Financial Recognition Payment' which can be found at <http://www.gov.uk/lgbt-veterans>.

### **Where can I get support in completing my application or writing my evidence?**

Fighting with Pride and the Royal British Legion have teamed up with the LGBT Financial Recognition Scheme to provide support, if needed, to veterans who are applying to the Financial Recognition Scheme. These charities can also offer help with completing the application form and provide guidance on writing the necessary evidence.

Royal British Legion	Email: <a href="mailto:info@britishlegion.org.uk">info@britishlegion.org.uk</a> Phone: 0808 802 8080
Fighting With Pride	Email: <a href="mailto:Info@fightingwithpride.org.uk">Info@fightingwithpride.org.uk</a>

You can also seek support from the Veterans Welfare Service (VWS) who provide information, guidance and support to veterans and their families, as well as supporting veterans through a network of case managers across the UK and Republic of Ireland. To find out more visit: [www.gov.uk/government/groups/veterans-welfare-service](http://www.gov.uk/government/groups/veterans-welfare-service) or search “Veterans Welfare Service” on [www.gov.uk](http://www.gov.uk). Alternatively, please contact the Veterans’ Helpline using the details below, who can request welfare support for you.

Email	Freephone (UK only)	Telephone (overseas)
<a href="mailto:veterans-uk@mod.gov.uk">veterans-uk@mod.gov.uk</a>	0808 1914 2 18  [Note: Normal Service 8.00 am to 4.00 pm Monday to Friday]	+44 1253 866 043  [Note: Normal Service 8.00 am to 4.00 pm Monday to Friday]

### How long does it take to complete the application form?

Applicants are encouraged to take their time applying for the LGBT Financial Recognition Scheme and have until December 2026 to apply.

The LGBT Financial Recognition Scheme App will autosave your application as you go along, so if your need to take a break during your application, the application will be saved for when you come back to it again.

### I received a suspicious email regarding my LGBT FRS application, how do I check it is real?

If you are unsure about an email or correspondence you have received regarding your application, please contact the LGBT Financial Recognition Scheme:

1. By email: [LGBT-FRScheme@mod.gov.uk](mailto:LGBT-FRScheme@mod.gov.uk)
2. By post: Freepost LGBT FR SCHEME (Please put your return address and/or postcode on the back of the envelope.)

### My question isn't listed, how can I get more support?

More information can be found in the Guide: 'How to Apply for a Financial Recognition Payment' which can be found at <http://www.gov.uk/lgbt-veterans>.

For queries on how to apply please contact:

Email	Freephone (UK only)	Telephone (overseas)
<a href="mailto:veterans-uk@mod.gov.uk">veterans-uk@mod.gov.uk</a>	0808 1914 2 18  [Note: Normal Service 8.00 am to 4.00 pm Monday to Friday]	+44 1253 866 043  [Note: Normal Service 8.00 am to 4.00 pm Monday to Friday]

For general queries on the scheme please contact the Financial Recognition Scheme:

- Send an email: [LGBT-FRScheme@mod.gov.uk](mailto:LGBT-FRScheme@mod.gov.uk)
- Send a letter: Freepost LGBT FR SCHEME (Please put your return address and/or postcode on the back of the envelope.)