



Ministry
of Defence

Defence Business Services
Secretariat
Room 6229
Tomlinson House
Norcross
Thornton-Cleveleys
FY5 3WP

Ref: FOI2024/20130

Email: DBSRES-Secretariat@mod.gov.uk

[REDACTED]
[REDACTED]

14 November 2024

Dear [REDACTED]

Thank you for your email of 22 October 2024 to the Ministry of Defence (MOD) requesting the following information:

"Please may I ask the following FOI questions regarding Armed Forces Pension remediation?

How many remediable service statement have been issued?

How many are still to be issued?

Will the April 2025 completion date be met?"

I am treating your correspondence as a request for information under the Freedom of Information Act 2000 (FOIA).

A search for the information has now been completed within the Ministry of Defence and I can confirm that all the information in scope of your request is held.

I can confirm that as of 21 October 2024, a total of 12,501 Remediable Service Statement (RSS) had been issued and 126,338 RSS were still to be issued.

It is estimated that the April 2025 completion date for all members will not be met.

Under Section 16 (Advice and Assistance) please be assured that any delays will be communicated to members who will not receive an RSS by the deadline in due course. It is also important to note that the implementation of the 2015 Remedy has been complex with updates required to several pension processes and calculations. The MOD understands the importance of members receiving their RSS and cases are being processed as quickly as possible. Where different benefits are chosen for the remedy period, other than those already in payment, interest is applicable from the original date of entitlement to the date in payment, ensuring no financial loss for the member. Original pension benefits will continue to be paid until members receive their RSS and make an alternative choice, should that be their decision.

Work is ongoing to review how to increase the output of the RSSs to members ahead of the April 2025 deadline and recruitment has already taken place to recruit additional resource as part of the implementation of the 2015 Remedy and production of RSSs.

If you have any queries regarding the content of this letter, please contact this office in the first instance.

If you wish to complain about the handling of your request, or the content of this response, you can request an independent internal review by contacting the Information Rights Compliance team, Ground Floor, MOD Main Building, Whitehall, SW1A 2HB (e-mail CIO-FOI-IR@mod.gov.uk). Please note that any request for an internal review should be made within 40 working days of the date of this response.

If you remain dissatisfied following an internal review, you may raise your complaint directly to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not normally investigate your case until the MOD internal review process has been completed. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website at <https://ico.org.uk/>.

Yours sincerely,

Defence Business Services (Secretariat)