War Pension Scheme Supplementary Allowance Claim - Customer Journey

1. Start - Customer submits completed claim form to Veterans UK
2. Veterans UK acknowledge receipt of claim form, usually within 5 working days
3. Caseworker reviews claim to identify evidence required to make a decision
4. Evidence will be gathered from one or more of the following:

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**

5. PIP/DLA medical evidence reasons for decision obtained from DWP
6. Self-assessment form sent to customer to establish impact of claimed condition
7. GP report requested via customer for GP to complete (Customer to return completed report to Veterans UK)
8. Obtain details of Annual Compensation Payment/ Service Invalidity Pension
9. Post Discharge Medical Evidence Case notes obtained directly from hospitals where treated
10. Obtain salary details from employer
11. Additional information from the customer e.g. spouse earnings, over age child details
12. Claim referred for policy/ legal advice if required
13. Reminders issued for all types of evidence/ advice if not received within 6 weeks of request
14. Once all requested evidence/ advice received in Veterans UK it is passed to caseworker for discretionary decision making
15. If medical input is required a qualified medical advisor is consulted for advice

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

16. Decision made. There are 2 types of decision:
- Award made
- Claim Disallowed

17 . Case passed to decision implementation team

Note: Some Veterans UK supplementary allowances cannot be received at the same time as other benefits

18. Decision letter sent to customer notifying outcome and appeal rights - End of Process.