



Ministry
of Defence

LGBT Financial Recognition Scheme

Application Process Steps

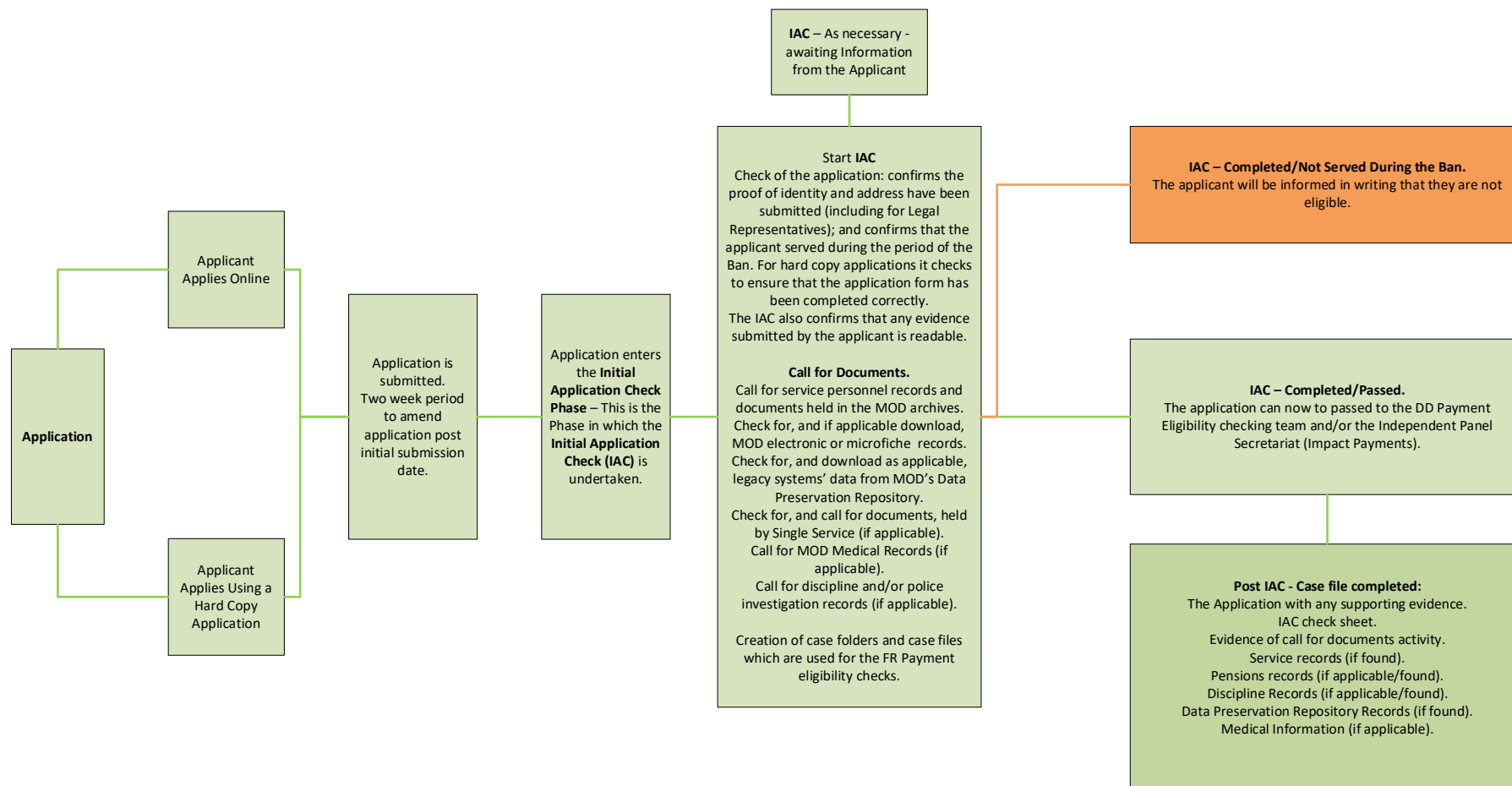


Version 1.2
30 June 2025

Contents

The Initial Application Check Phase.....	3
The Initial Application Check Phase – Accessible Variant	4
The Dismissed or Discharged Eligibility Check Phase – Accessible Variant.....	6
The Dismissed or Discharged Eligibility Check Phase – Accessible Variant.....	7
DD Payment Application – Eligibility Check Phase – using the Case File which has been created.....	7
The Impact Payment Determination Outcome Process	8
The Impact Payment Determination Outcome Process – Accessible Variant	9
Impact Payment Application.	9
Appeal Request Process to Appeal Board Judgement	10
Appeal Request Process to Appeal Board Judgement – Accessible Variant.....	11

The Initial Application Check Phase



Note: The Scheme will process applications, except for those prioritised in accordance with the Scheme Rules, in submission date order.

The Initial Application Check Phase – Accessible Variant

The Application:

- Applicant Applies Online
- Applicant Applies Using a Hard Copy Application

Application is submitted. Two week period to amend application post initial submission date.

Application enters the **Initial Application Check Phase** – This is the Phase in which the **Initial Application**

Check (IAC) is undertaken.

- Start **IAC**
- Check of the application: confirms the proof of identity and address have been submitted (including for Legal Representatives); and confirms that the applicant served during the period of the Ban. For hard copy applications it checks to ensure that the application form has been completed correctly.
- The IAC also confirms that any evidence submitted by the applicant is readable.
- **IAC** – As necessary - awaiting Information from the Applicant

Call for Documents.

- Call for service personnel records and documents held in the MOD archives.
- Check for, and if applicable download, MOD electronic or microfiche records.
- Check for, and download as applicable, legacy systems' data from MOD's Data Preservation Repository.

- Check for, and call for documents, held by Single Service (if applicable).
- Call for MOD Medical Records (if applicable).
- Call for discipline and/or police investigation records (if applicable).
- Creation of case folders and case files which are used for the FR Payment eligibility checks.

IAC – Completed/Not Served During the Ban. The applicant will be informed in writing that they are not eligible.

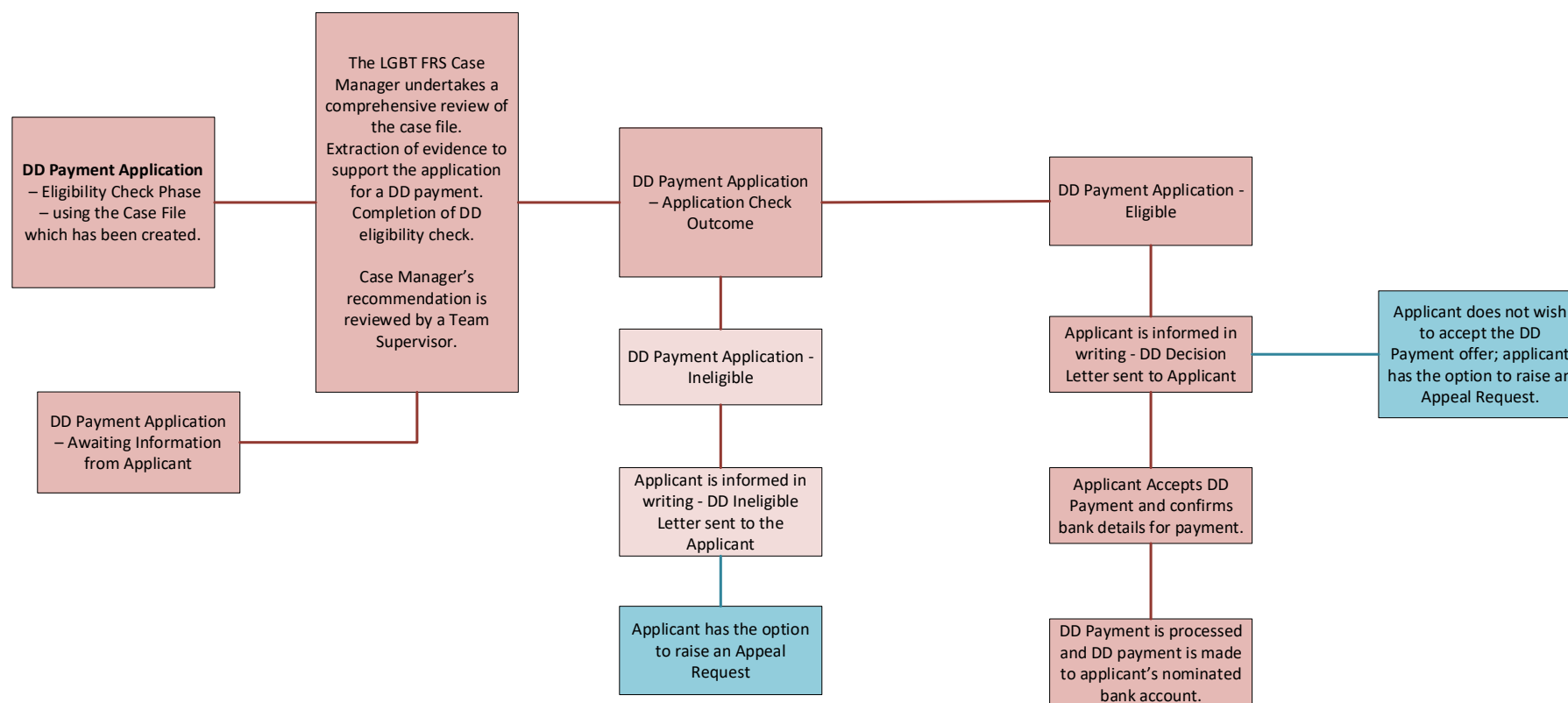
IAC – Completed/Passed. The application can now be passed to the DD Payment Eligibility checking team and/or the Independent Panel Secretariat (Impact Payments).

Post IAC - Case file completed: The Application with any supporting evidence.

- IAC check sheet.
- Evidence of call for documents activity.
- Service records (if found).
- Pensions records (if applicable/found).
- Discipline Records (if applicable/found).
- Data Preservation Repository Records (if found).
- Medical Information (if applicable).

Note: The Scheme will process applications, except for those prioritised in accordance with the Scheme Rules, in submission date order.

The Dismissed or Discharged Eligibility Check Phase – Accessible Variant



The Dismissed or Discharged Eligibility Check Phase – Accessible Variant

DD Payment Application – Eligibility Check Phase – using the Case File which has been created.

The LGBT FRS Case Manager undertakes a comprehensive review of the case file.

- Extraction of evidence to support the application for a DD payment.
- Completion of DD eligibility check.
- Case Manager's recommendation is reviewed by a Team Supervisor.
- DD Payment Application – Awaiting Information from Applicant

DD Payment Application – **Application Check Outcome.**

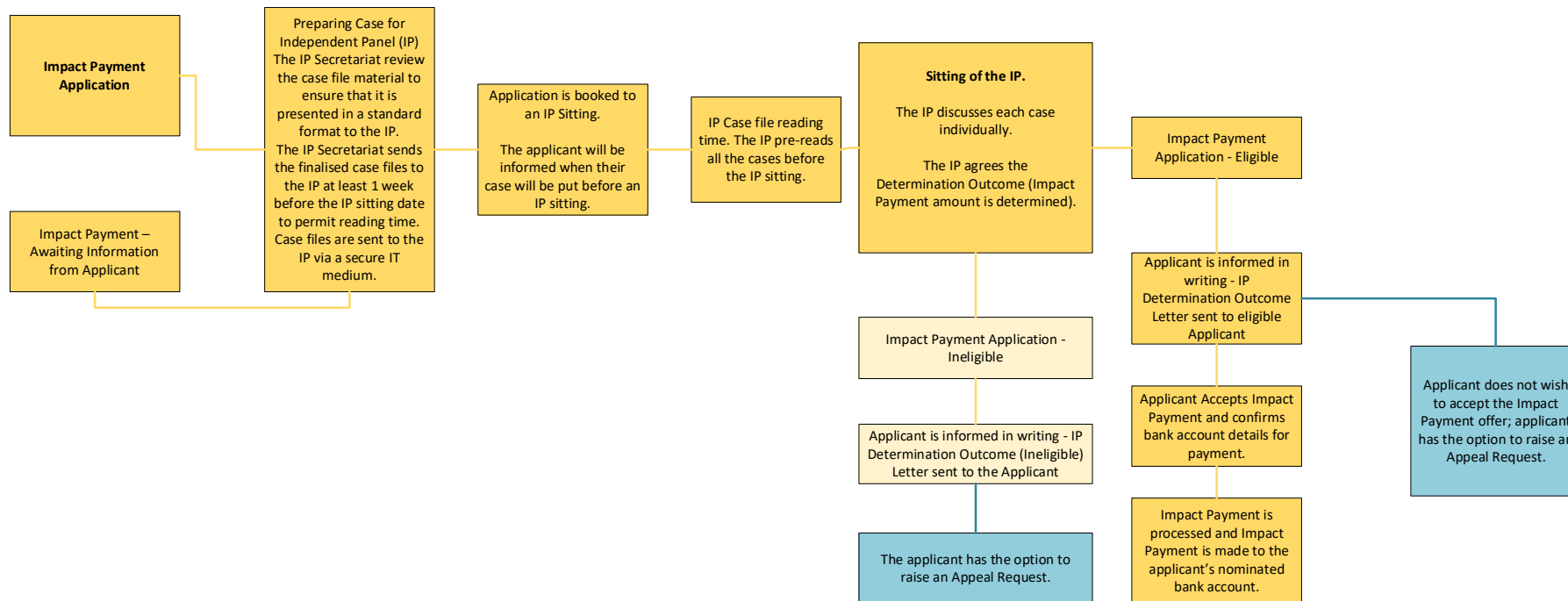
DD Payment Application –**Ineligible.**

- Applicant is informed in writing - DD Ineligible Letter sent to the Applicant
- Applicant has the option to raise an Appeal Request.

DD Payment Application – Eligible.

- Applicant is informed in writing - DD Decision Letter sent to Applicant
- Applicant Accepts DD Payment and confirms bank details for payment.
- DD Payment is processed and DD payment is made to applicant's nominated bank account.
- Applicant does not wish to accept the DD Payment offer; applicant has the option to raise an Appeal Request.

The Impact Payment Determination Outcome Process



The Impact Payment Determination Outcome Process – Accessible Variant

Impact Payment Application.

Preparing Case for Independent Panel (IP)

- The IP Secretariat review the case file material to ensure that it is presented in a standard format to the IP.
- The IP Secretariat sends the finalised case files to the IP at least 1 week before the IP sitting date to permit reading time.
- Case files are sent to the IP via a secure IT medium.
- Impact Payment – Awaiting Information from Applicant

Application is booked to an **IP Sitting**. The applicant will be informed when their case will be put before an IP sitting.

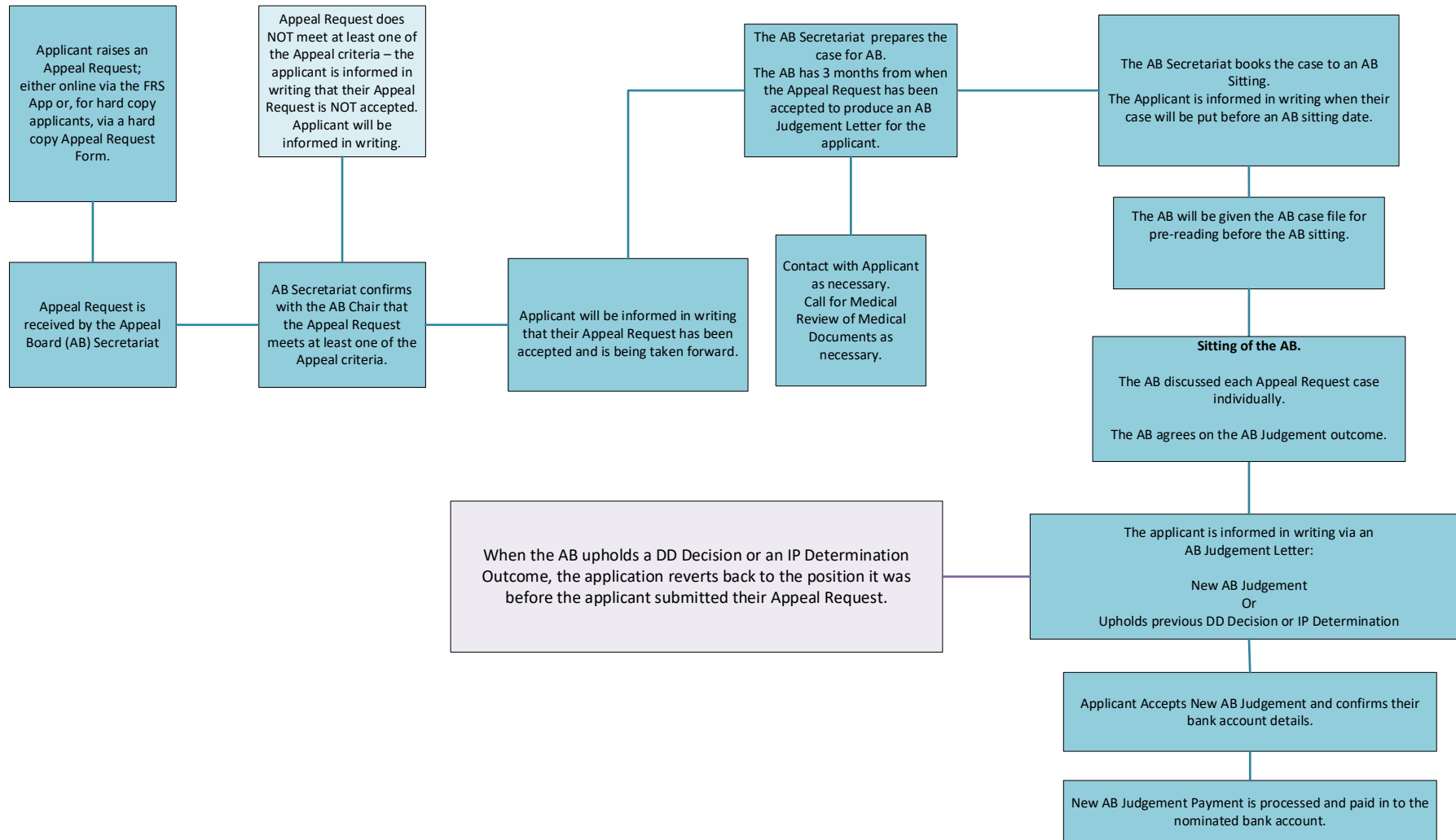
Impact Payment Application – **Ineligible**.

- Applicant is informed in writing - IP Determination Outcome (Ineligible) Letter sent to the Applicant.
- The applicant has the option to raise an Appeal Request.

Impact Payment Application – **Eligible**.

- Applicant is informed in writing - IP Determination Outcome Letter sent to eligible Applicant.
- Applicant Accepts Impact Payment and confirms bank account details for payment.
- Impact Payment is processed and Impact Payment is made to the applicant's nominated bank account.
- Applicant does not wish to accept the Impact Payment offer; applicant has the option to raise an Appeal Request.

Appeal Request Process to Appeal Board Judgement



Appeal Request Process to Appeal Board Judgement – Accessible Variant

Applicant raises an Appeal Request; either online via the FRS App or, for hard copy applicants, via a hard copy Appeal Request Form.

Appeal Request is received by the Appeal Board (AB) Secretariat

AB Secretariat confirms with the AB Chair that the Appeal Request meets at least one of the Appeal criteria.

- Appeal Request **does NOT meet** at least one of the Appeal criteria – the applicant is informed in writing that their Appeal Request is NOT accepted. Applicant will be informed in writing.

Applicant will be informed in writing that their Appeal Request has been accepted and is being taken forward.

The **AB Secretariat prepares the case** for AB. The AB has 3 months from when the Appeal Request has been accepted to produce an AB Judgement Letter for the applicant.

- Contact with Applicant as necessary. Call for Medical Review of Medical Documents as necessary.

The AB Secretariat books the case to an **AB Sitting**. The Applicant is informed in writing when their case will be put before an AB sitting date.

The AB will be given the AB case file for pre-reading before the AB sitting.

Sitting of the AB. The AB discussed each Appeal Request case individually. The AB agrees on the AB **Judgement outcome**. The applicant is informed in writing via an AB Judgement Letter:

- New AB Judgement
Or
- Upholds previous DD Decision or IP Determination

Applicant Accepts New AB Judgement and confirms their bank account details.

New AB Judgement Payment is processed and paid in to the nominated bank account.

When the AB upholds a DD Decision or an IP Determination Outcome, the application reverts back to the position it was before the applicant submitted their Appeal Request.