

The LGBT Financial Recognition Scheme - Application Status



8 August 2025 Version 2.0

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Ministry of Defence Main Building illuminated with rainbow colours

About

The LGBT Financial Recognition Scheme intends to keep applicants up to date with the progress of their applicant.

This document consists of five parts:

- Part 1: Application Status Table which shows the status application with an explanation.
- Part 2: How to find the Status of my Application (Online Applicants).
- Part 3: How to find the Status of my Application (Hard Copy Applicants/Offline Applicants).
- Part 4: Autogenerated Update Emails from the FRS to Applicants.
- Part 5: The FRS App Functions and Features.

Publication

This is version 2.0 of the guidance which was published on 3 June 2025. This document will be kept up to date. Amendments to subsequent versions will be made in the table below

Version	Date	Title	Summary of change
1.0	13 May 25	Initial issue of document.	N/A
2.0	8 Aug 2025	New Parts 4 and 5 included.	

A Document Control table, showing version history and the progress of the document.

Part 1 – Application Status Table

An application status table, showing the status with which an LGBT Financial Recognition Scheme and an explanation.

Status of Application	Explanation
Initial Application Check	
Initial Application Check Phase	This phase starts 2 weeks after the submission of the application, when the application is locked down for changes. An applicant can only make minor amendments to their application (such as changes to personal details).
Starting Initial Application Check	This phase checks the application to confirm the identity of the applicant and confirm that the evidence supplied is in a readable format. This phase also includes the call for MOD archived Service records and where necessary, MOD held medical documents (where consent has been given). The phase concludes with the creation of the case file for the applicant.
Initial Application Check – Awaiting Information from Applicant	During the initial application check, the check will be paused should the Scheme reach out to the applicant for information or further evidence required to complete the initial application check.
Initial Application Check - Passed or Initial Application Check - Not Served During the Ban	
Dismissed or Discharged (DD) Payment	
DD Payment Application – Eligibility Check Phase DD Payment Application – Awaiting Information from Applicant	Post the Initial Application Check Phase, a DD eligibility check is undertaken. During the DD Payment Processing Phase, the eligibility check will be paused should the Scheme reach out to the applicant for information or further evidence required to complete the DD Payment Processing Phase.
DD Decision Letter Issued – Awaiting Response from Applicant	For successful applicants for a DD payment, a DD Decision letter is issued. This invites the applicant to accept the DD payment and confirm their bank

	account details. The Scheme will pause for the applicant to respond.
DD Payment - Decision Accepted	The applicant has replied to the Scheme, accepted the FR Payment and has confirmed the bank account details which they wish the payment to be made to.
DD Payment – Payment Action Taken	The Scheme has initiated the action for the FR payment to be made to the applicant. Payment should be received within 30 working days.
Intention to Raise an Appeal Request – DD Payment	The applicant has not accepted the FR Payment and has indicated that they wish to raise an Appeal Request. Appeal Requests are raised via a separate process.
Impact Payment	
Preparing Case for Independent Panel	The Independent Panel (IP) Secretariat are preparing the casefile for review by the Independent Panel.
Preparing Case for Independent Panel - Awaiting Information from Applicant	During the preparation phase, the process will be paused should the Scheme reach out to the applicant for information or further evidence.
Application Booked to an IP Sitting	The IP Secretariat has booked the case file into an IP Sitting date. This date still could be subject to change. Impact Payment Determination Outcome letters will be issued within 30 working days of the IP sitting date.
Impact Payment Determination Outcome Letter issued	The IP have made their determination and have issued an Impact Payment Determination Outcome letter which has been sent to the applicant. The Scheme will pause for the applicant to respond.
Impact Payment Determination Outcome accepted	The applicant has replied to the Scheme, accepted the FR Payment and has confirmed the bank account details which they wish the payment to be made to.
Impact Payment – Payment Action Taken	The Scheme has initiated the action for the FR payment to be made to the applicant. Payment should be received within 30 working days.

Intention to Raise an Appeal Request – Impact Payment	The applicant has not accepted the FR Payment and has indicated that they wish to raise an Appeal Request. Appeal Requests are raised via a separate process.
Appeals	
Appeal Request Submitted	The applicant has raised an Appeal Request to the Scheme.
Appeal Request Accepted	The Appeal Request is confirmed as meeting one or more of the Appeal criteria.
Appeal Request Booked to an Appeal Board Sitting Date	The Appeal Board (AB) Secretariat has booked the case file into an AB Sitting date. The Appeal Judgement Letter will be issued within 30 working days of the AB sitting date.
AB Judgment Letter Issued	The AB has made its determination and have issued an AB Judgment letter to the applicant. This judgement will either uphold the original decision/determination or decide a new judgement.
New AB Judgment Accepted by the Applicant	The applicant has accepted the new AB judgment as detailed in the AB Judgment Letter.
New AB Judgment – Payment Action	The Scheme has initiated the action for the new AB judgement payment to be made to the applicant. Payment should be received within 30 working days.
Other	
Hold Notice Given – 2 month Review Point.	Applicant has been given notice that a permanent hold may be placed on the processing of the application if they do not respond to request(s) for information. The first review point is 2 month point without any contact.
Consideration of Placing the Application on Permanent Hold – 4 month Review Point	Applicant has been made aware that a permanent hold will be placed on the processing of their application if they do not respond to request(s) for information. The second review point is at the 4 month point without any contact from the applicant.
Application Placed on Permanent Hold – 6 month Review Point	Application has been placed on permanent hold (processing of their application has been stopped) due to the applicant not responding to questions asked by the Scheme including requests

	for information from the applicant. The last review to be undertaken at the 6 month point.
All FRS actions complete.	All actions with respect to the application for FR payment(s) have been completed.

Application Status Table for LGBT Financial Recognition applications, showing the status of the application and an explanation. Table is split into five sections: Initial Application Check, Dismissed or Discharged (DD) Payment, Impact Payment, Appeal and Other.

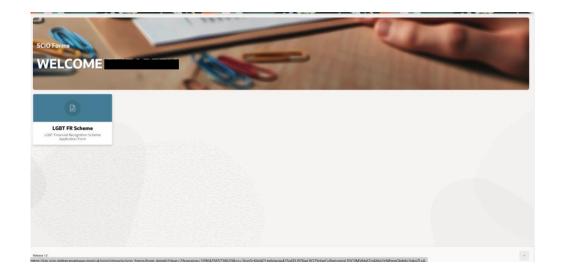


Victory Building at HM Naval Base Portsmouth illuminated with rainbow colours

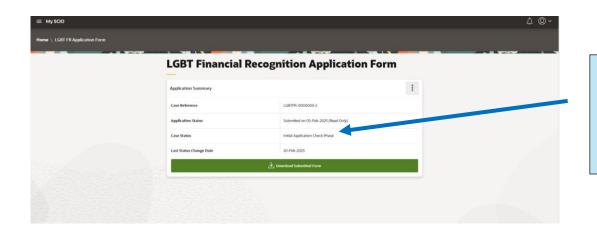
Part 2 – How to find the Status of my Application for Online Applicants

This section is for those applicants who have applied via Defence Gateway only.

LGBT Defence Gateway account holders should sign in to the FRS App on the <u>Defence</u> Gateway (www.defencegateway.mod.uk).



Some applicants may see this as their initial screen, others will drop into the



You can view your application's status here.

If you have not done so already, you can download your submitted application form via this page in your FRS App.

Part 1 of this document contains details about the status and gives an explanation against each status type.

It is difficult to provide an exact timeline for when Financial Recognition payments will be received by applicants, as it depends on the payment(s) applied for and the ease of accessing the supporting evidence. The Scheme is processing applications, except for those prioritised in accordance with the Scheme Rules, in submission date order.

The details about how online and hard copy applicants (with a communications preference of email) will be updated by automated emails when their status changes can be found in Parts 4 and 5 below.

How to reset a Defence Gateway password.

If you have forgotten your Defence Gateway password, need to reset your password or are having trouble accessing your account, please email the LGBT Financial Recognition Scheme via LGBT-FRScheme@mod.gov.uk who will be able to help you.

You may find the following links useful:

- Veterans of the LGBT Ban: Financial Recognition Scheme on GOV.UK
- LGBT Financial Recognition Scheme Scheme Rules (PDF Version)
- LGBT Financial Recognition Scheme guide
- Frequently asked questions: LGBT

Part 3 – How to find the Status of my Application for Hard Copy Applicants/Offline Applicants

Applicants who have submitted their applications via a hard copy application form will be contacted by the LGBT Financial Recognition Scheme by email or letter updating them when there is a status change to their application as it is processed.

If hard copy applicants want to request an update on the status of their application at any time, they can contact the LGBT Financial Recognition Scheme.

Email: <u>LGBT-FRScheme@mod.gov.uk</u>
Address: Freepost LGBT FR SCHEME.

Hard copy applicants, with a communications preference of email, will receive autogenerated updates – See Part 4.

For those hard copy applicants who have elected to be contacted by letter, the LGBT Financial Recognition Scheme will send a letter when the status of their application changes.

You may find the following links useful:

- Veterans of the LGBT Ban: Financial Recognition Scheme on GOV.UK
- LGBT Financial Recognition Scheme Scheme Rules (PDF Version)
- LGBT Financial Recognition Scheme guide
- Frequently asked questions: LGBT

Part 4 – Autogenerated Update Emails from the FRS to Applicants

The FRS will send autogenerated (autogen) emails to all online and hard copy applicants (who have a communications preference of email) to update them when there is a status change for their application (See Part 1 for the Application Status Table).

The email will be sent from: scio-noreply@defencegateway.mod.uk

For online applicants, the autogenerated emails will provide a link to the FRS App where the online applicant can view the updates. (See Part 5 below)

Your Reference: LGBTFR-0000003-2

This is an autogenerated email from the LGBT Financial Recognition Scheme.

This email is being sent to update you that your application status has now changed to Initial Application Check Passed. The LGBT Financial Recognition Scheme has published an 'Application Status Document' on the LGBT Financial Recognition Scheme Gov.UK page. The document gives an explanation of the status and guidance on how to find your application status details in the Defence Gateway FRS App.

You can view the status and download a PDF version of your application by clicking the "Download Submitted Form" button on your application which can be accessed here: Go to My Application Form.

If you do need to make minor amendments to your application, you are advised to email the LGBT Financial Recognition Scheme directly at LGBT-FRScheme@mod.gov.uk. Please ensure you provide your service number, full name and date of birth in any communication to help us locate your details more easily.

If the LGBT Financial Recognition Scheme needs to contact you for any reason, we will do this via the contact details you have provided.

Kind Regards,

The LGBT Financial Recognition Scheme

This email has been sent from a no-reply email address. If you need to get in touch, please contact us at <u>LGBT-FRScheme@mod.gov.uk</u> providing your service number, full name and date of birth.

If you would like to apply for non-financial restorative measures, please complete a separate application form which can be found here:

https://www.gov.uk/government/publications/lgbt-veterans-apply-for-restorative-measures.

This paragraph will detail the status change.

Autogen emails to Online applicants will include a paragraph directing them to their FRS App account on the Defence Gateway.

DD Decision Letter and/or IP Determination Outcome Letter

Online applicants will be directed to go to their FRS App when either a DD decision Letter has been issued and/or a IP Determination Outcome Letter has been issued.

LGBT Financial Recognition Scheme

Your Reference: LGBTFR-0000003-2

This is an autogenerated email from the LGBT Financial Recognition Scheme.

This email is being sent to update you that your application status has now changed to **DD Decision Letter Issued - Awaiting Response from Applicant**. The LGBT Financial Recognition Scheme has published an '**Application Status Document**' on the <u>LGBT Financial Recognition Scheme Gov.UK</u> page. The document gives an explanation of the status and guidance on how to find your application status details in the Defence Gateway FRS App.

You can view the status and download a PDF version of your application by clicking the "Download Submitted Form" button on your application which can be accessed here: Go to My Application Form.

LGBT Financial Recognition Scheme

Your Reference: LGBTFR-0000003-2

This is an autogenerated email from the LGBT Financial Recognition Scheme.

This email is being sent to update you that your application status has now changed to Impact Payment Determination Outcome Letter Issued - Awaiting Response from Applicant. The LGBT Financial Recognition Scheme has published an 'Application Status Document' on the LGBT Financial Recognition Scheme Gov.UK page. The document gives an explanation of the status and guidance on how to find your application status details in the Defence Gateway FRS App.

You can view the status and download a PDF version of your application by clicking the "Download Submitted Form" button on your application which can be accessed here: <u>Go to My Application Form</u>.

The applicant has to access their FRS App account to view their letters.

These letters can be download by the applicant from the FRS App.

All applicants are strongly advised to keep a copy/copies of their Letter(s) for their personal records.

See Part 5 on actions to take on the FRS App.

Hard copy applicants with a communications preference of email, will receive an email from the FRS Team with either their DD Decision Letter and/or their IP Determination Outcome Letter as an attachment to that email. The email from the FRS team and the Letters will advise the applicants on what actions they need to take.

Impact Payment - Independent Panel Sitting Date Notification Autogen Email

Applicants who have applied for an Impact Payment or have submitted an Appeal Request will also be informed about the date of the Independent Panel Sitting Date and/or the date of the Appeal Board Sitting Date by autogenerated email. This also applies to hard copy applicants (who have a communications preference of email).

LGBT Financial Recognition Scheme

Your Reference: LGBTFR-0000003-2

This is an autogenerated email from the LGBT Financial Recognition Scheme.

This email is being sent to update you that your application status has now changed to Application Booked to an IP Sitting. The LGBT Financial Recognition Scheme has published an 'Application Status Document' on the LGBT Financial Recognition Scheme Gov.UK page. The document gives an explanation of the status and guidance on how to find your application status details in the Defence Gateway FRS App.

You can view the status and download a PDF version of your application by clicking the "Download Submitted Form" button on your application which can be accessed here: Go to My Application Form.

Applicants will be informed that their application has been booked to an Independent Panel (IP) sitting.

LGBT Financial Recognition Scheme

Your Reference: LGBTFR-0000802-1

This is an autogenerated email from the LGBT Financial Recognition Scheme.

Thank you for your application for a LGBT Impact Payment. Your application has now been prepared for the Independent Panel.

At this time, it is planned that your case will be put before the Independent Panel on 18-Jul-2025.

You are reminded that the contact details for the Scheme are:

- Letter: Freepost LGBT FR SCHEME
- or Email: LGBT-FRScheme@mod.gov.uk

The date of the Sitting will be sent via autogen email to the applicant.

Appeal Request – Appeal Board Sitting Date Notification Autogen Email

LGBT Financial Recognition Scheme

Your Reference: LGBTFR-0000003-2

This is an autogenerated email from the LGBT Financial Recognition Scheme.

Thank you for your Appeal Request. Your Appeal Request has now been prepared for the Appeal Board.

At this time, it is planned that your Appeal Request will be put before the Appeal Board on 31-Jul-2025.

This date cannot be fully confirmed because priority cases will take precedent over non-priority cases and the agenda for the Appeal Board may have to change at short notice. If your Appeal Board sitting date is changed you will be informed accordingly.

The same types of autogen emails will be sent when an Appeal Board sitting has been booked for an Appeal Request.

(See above comments).

LGBT Financial Recognition Scheme

Your Reference: LGBTFR-0000802-1

This is an autogenerated email from the LGBT Financial Recognition Scheme.

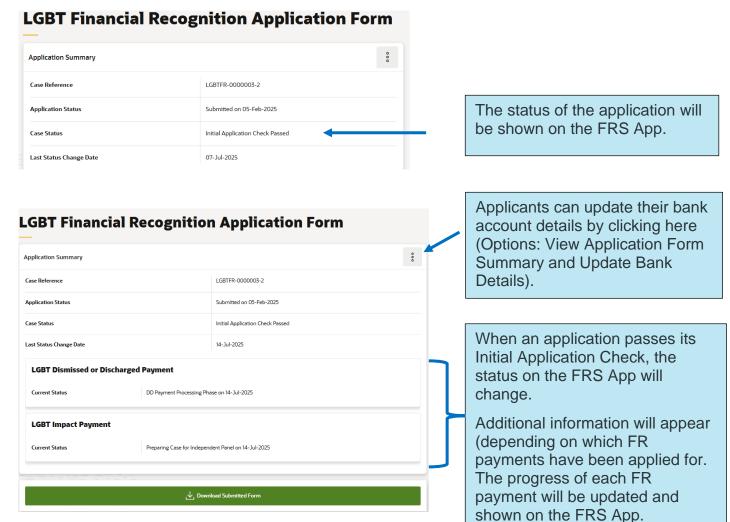
Thank you for your Appeal Request. Your Appeal Request has now been prepared for the Appeal Board.

At this time, it is planned that your Appeal Request will be put before the Appeal Board on 08-Aug-2025.

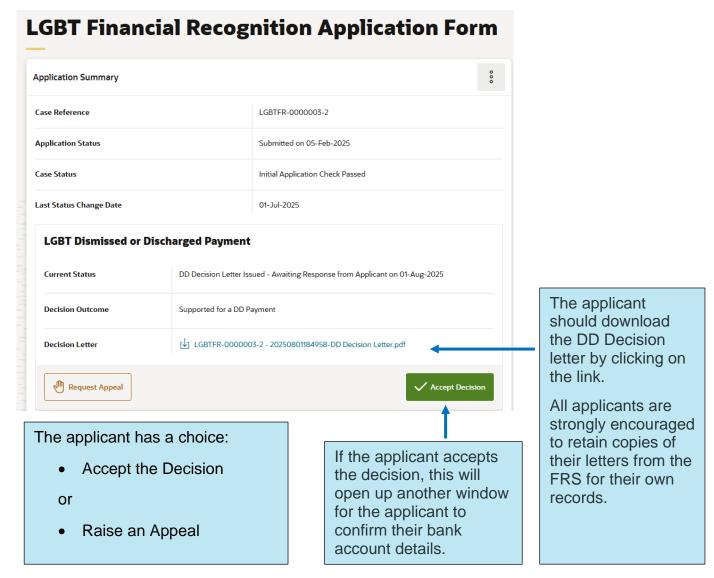
This date cannot be fully confirmed because priority cases will take precedent over non-priority cases and the agenda for the Appeal Board may have to change at short notice. If your Appeal Board sitting date is changed you will be informed accordingly.

Part 5 – The FRS App – Functions and Features

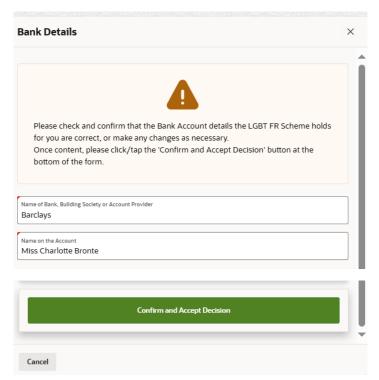
The FRS App on the Defence Gateway has functionality which enables the applicant to check what status their application is currently at. Applicants also have the ability to download a copy of their application form from the FRS App.



DD Decision Letter – In the FRS App

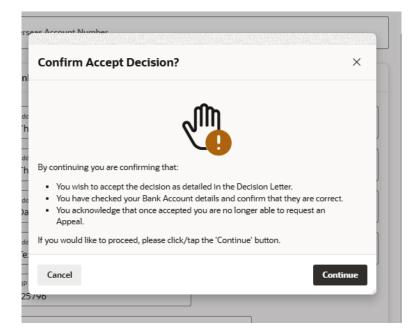


Bank Account Details: Bank Account Details have to be checked by the applicant before a DD Decision can be accepted.



The applicant can change their bank account details at this point before they 'Confirm and Accept Decision.'

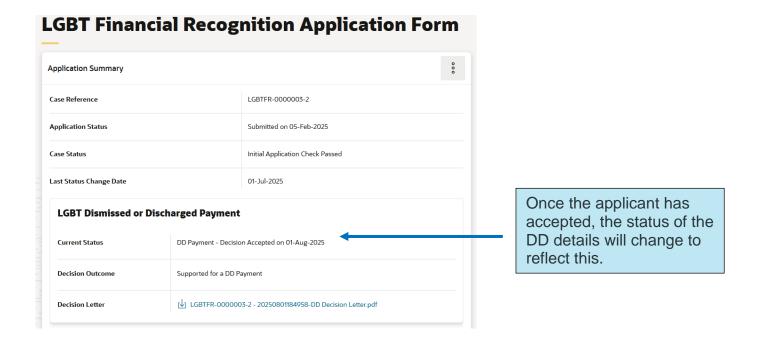
[The applicant can press 'Cancel' and this will take them back to the main FRS App screen.]



Another box will appear advising the applicant.

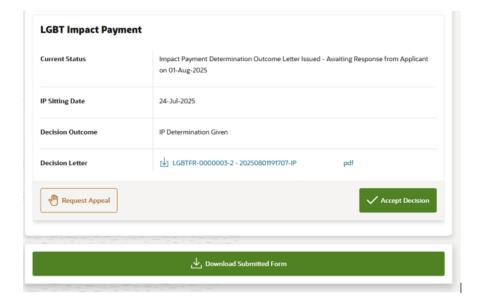
All applicants should read the text before making a decision to 'Continue'.

The applicant can press 'Cancel' to take them back to Bank Account Details screen.



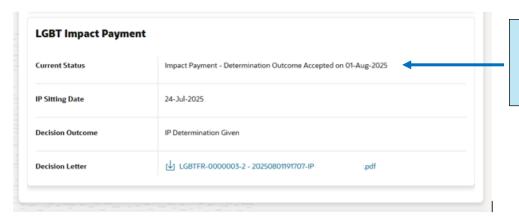
Impact Payment - Independent Panel (IP) Sittings and IP Determination Outcomes





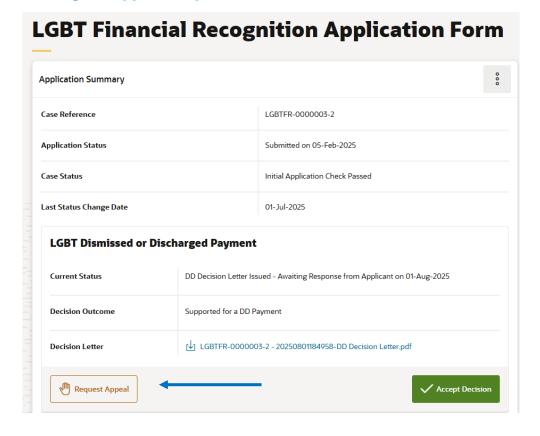
The process for informing the applicant about IP Determination Outcomes is the same as per the DD Decision Letter (as detailed above).

All applicants are strongly encouraged to retain copies of their letters from the FRS for their own records.



The FRS App will show that the IP Determination Outcome been accepted by the applicant.

Raising An Appeal Request

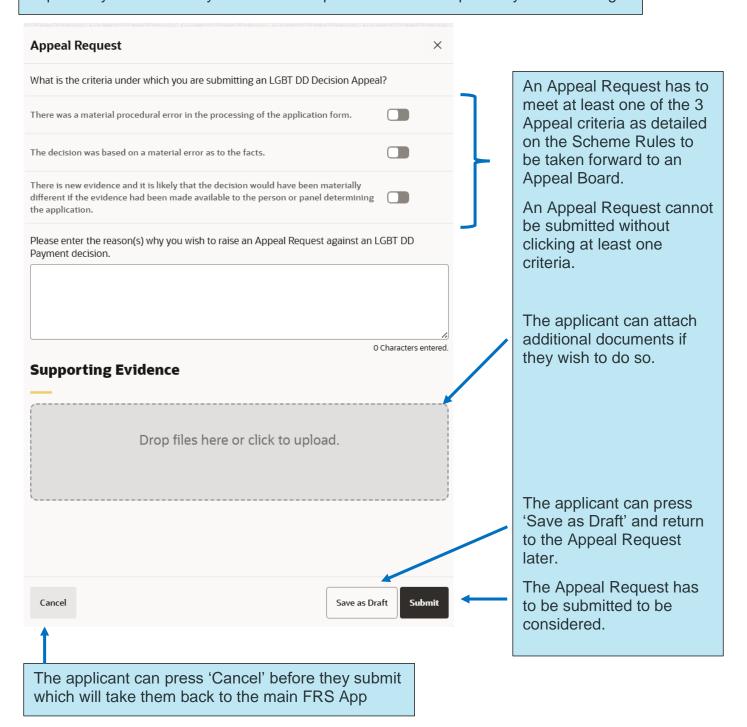


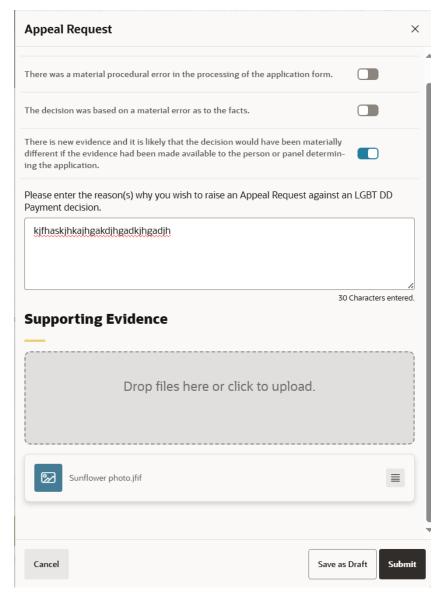
If the applicant does not want to accept a payment offers, they have the right to raise an Appeal Request.

Appeal Requests work in the same way for each FR Payment type.

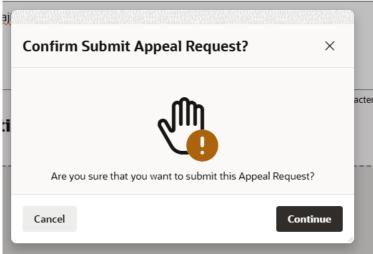
An Appeal Request Form will appear and needs to be completed and submitted.

This is the Appeal Request form for a DD Payment. The Appeal Request form for an Impact Payment is exactly the same except it has tailored Impact Payment wording.



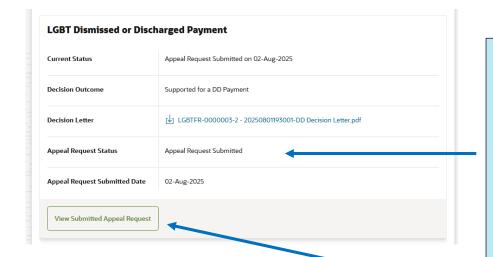


Example of a completed Appeal Request form.



After pressing 'Submit', a pop up box will appear to confirm the applicant wants to continue.

Pressing 'Cancel', will take the applicant back to the Appeal Request form.

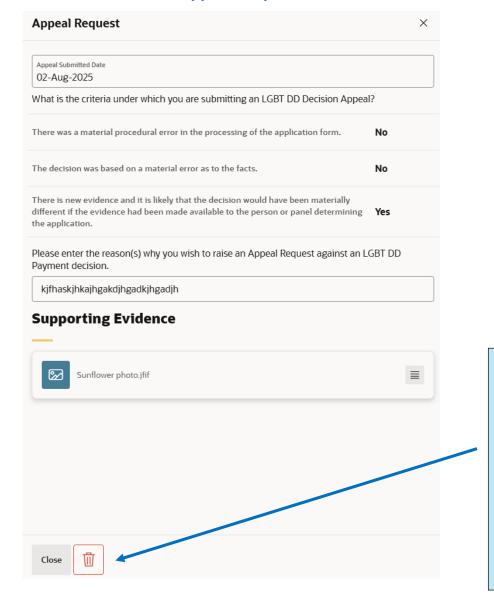


After submitting an Appeal Request form the FRS App will update accordingly to show that an Appeal Request has been submitted for the DD Payment.

If an Appeal Request is raised against an Impact Payment the details will be shown similarly.

The Applicant can view their Submitted Appeal Request.

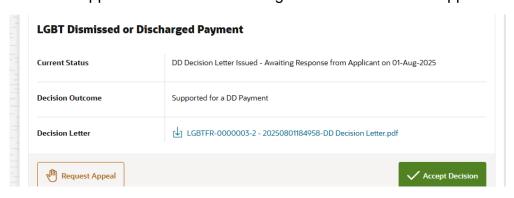
View of a Submitted Appeal Request Form



If the applicant wishes to cancel their Appeal Request at any time, they will need to click on this button.

If an applicant is informed that their Appeal Request does not meet at least one of the Appeal criteria, they will need to cancel the extant Appeal Request before they can move forward.

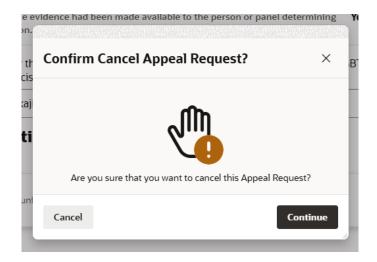
The FRS App will then revert to its original status before the Appeal was raised.



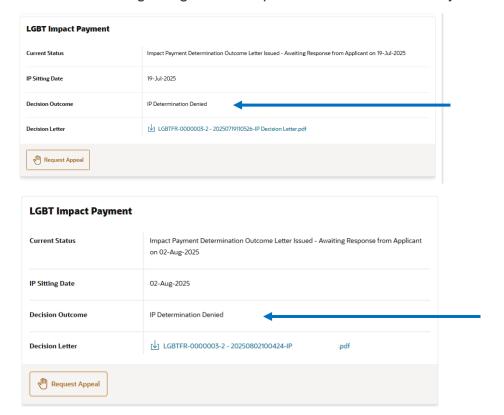


If your Appeal Request does not meet at least one of the Appeal criteria, the FRS App will show this detail.

As detailed in the page above, after being notified that the Appeal Request has not been accepted, the applicant will have to cancel their extant Appeal Request.



After pressing 'Cancel' on the Appeal Request form, a pop up box will appear to confirm that the applicant wants to cancel their Appeal Request. **Unsuccessful Applicants.** Applicants who are not successful in their application(s) will also be informed in writing using the same processes and functionality.



The applicant will be able to download a copy of the FRS letter.

All applicants are strongly encouraged to retain copies of their letters from the FRS for their own records.



Photo - Pride London 2025