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Global Support Organisation

Location Guide

Lisbon



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NATIONAL SUPPORT ELEMENT (NSE) TEAM

Head of Location (HoL) - CPO Dean Goodey GSO-EJSU-Portugal-Head-NSE@mod.gov.uk
Head of the NSE and Chief Cashier. Responsible for the provision of real-life support.

J1 JNCO - Cpl Prazong Moktan GSO-EJSU-Portugal-NSE-Mailbox@mod.gov.uk
Responsible for all J1 aspects including pay and allowances. Manages MT and BFPO services.

Host Nation Liaison Officer (HNLO) - Mrs Maria Botelho GSO-EJSU-Portugal-HNLO@mod.gov.uk
Responsible for liaising with Portuguese authorities with regards to tax allowances, car registration, medical cover and education.

Finance / BFPO Clerk - Mrs Leonor Frazao GSO-EJSU-Portugal-Fin-Clk@mod.gov.uk
Responsible for payments through the NSE bank account including utility bills. Assists with BFPO services.

Defence Infrastructure Organisation (DIO) Estate Manager - Mrs Maria Costa DIO-SD-OS-ESG-Mgr-Lisbon@mod.gov.uk
Responsible for all accommodation matters for properties allocated by DIO, this includes in and out musters and defects.

Community Liaison Officer (CLO) - GSO-EJSU-Portugal-CLO@mod.gov.uk
The role of the CLO is an important link between the NSE and the community.

STEP 1

INITIAL CONTACT AND PREPARATION

DSCOM FAMILY SECTION

Contact DSCOM Family Section to get Clearance and request a Family Travel Pack UKSTRATCOM-DefSp-DSCOM-FamSec@mod.gov.uk

DSCOM Family Section Clearance - It is your responsibility to declare and register any special needs (medical, educational, welfare or accommodation) for yourself and/or your immediate family, with the relevant authorities. Failure to do so may result in either the whole family or your immediate family being returned to the UK at the expense of the SP.

GSO-SAMS USER APP

Complete [SAMS User App](#) and scan copies of the following documents for yourself and each of your eligible family members (if applicable): - If you are unable to access the SAMS User App, please request access through [DOB-GSO-DIGSRVS-Requests](#)

- Passport (All family members)
- Photo (passport type) - All family members
- Drivers' Licence
- Marriage Certificate
- Nato Security Clearance (If applicable)



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Please let the HNLO know once you have completed the registration via the [SAMS User App](#) and uploaded relevant documents by emailing maria.botelho100@mod.gov.uk. She will apply for your Fiscal Identification Number which you will need for removals, to open a bank account, contract internet and mobile service, import your vehicle(s) in Portugal, reclaim VAT as part of your entitlement under the SOFA, and apply for a International Organization / Foreign Mission Identity Card. **Please ensure copies of the documents are good quality colour scans on a white background and not mobile phone photos.**

ACCOMMODATION

Apply for Accommodation by following this link [MOD-Form-1132-Application-to-occupy-SFA](#). The DIO Estate Manager will then contact you and answer any questions or doubts you may have and provide you with further information about housing and accommodation in Portugal. **Please note that you will still have to apply for removals with Agility. (Process explained in Step 2).**

SUPPORT AVAILABLE TO PERSONNEL IN EJSU POSTS IN EUROPE

Please read [2023DIN01-091-Support Available to Service Personnel Assigned to GSO Europe and Turkiye Supported Posts](#) as it will provide you with valuable information on support available to you and your family.

PASSPORTS

To meet Host Nation immigration regulations whilst on an overseas assignment, you and all accompanying members of your immediate family (if applicable) passports must be valid for at least **3 months after your end of assignment date**. Portugal does not require Visas for Service Personnel and their eligible immediate family during an assignment. All Service Personnel and their eligible immediate family are entitled for reimbursement of passport renewal fees. Please refer to the JSP reference below for further information.

[JSP 752 Chapter 9 Section 13 Provision of Passports at Public Expense](#)

NATO SECURITY CLEARANCE CERTIFICATE

The NATO Security Clearance Certificate is necessary for you to work in a NATO post and is different from your SC or DV. If you are in doubt on whether you need NATO SECRET or NATO COSMIC TOP SECRET, please read your job description.

Requests should be made via the [NSVS Sponsor Portal](#) - you will require a valid sponsor account to access this facility. Please select the 'other services' option on your home page and complete Vetting Service - Aftercare NATO form and submit.

Please note: NATO requests via email are no longer accepted. You will need to submit the request via the portal, however, if a NATO Cosmic Top-Secret certificate is required, you should send an accompanying email to our Enquiry Centre including the case ID of the request.

When you receive your NATO Security Clearance Certificate, send a copy to the HNLO via email to maria.botelho100@mod.gov.uk



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STEP 2

GETTING READY TO MOVE

MEDICAL AND DENTAL

For Medical and Dental care, you need to contact **Central European Practice (CEP)** via email UKStratCom-DMS-DPHC-EJSU-CEPGrp@mod.gov.uk for the **Medical Clearance Code**. You then need to complete the [HEALIX Registration](#). It is your responsibility to ensure that both you and your immediate family are medically and dentally fit for your overseas assignment. Also, that they are medically supportable in country as confirmed via the Medical Supportability Process as stated in [2020DIN01-137 Health Service Support for Personnel Assigned to EJSU Locations](#). Please read the [CEP Patient Information Leaflet](#), the Lisbon - Health section of this guide and [2023DIN01-037 One HMG Overseas Commercial Healthcare Contract](#) as it is important you are well informed of the provision of healthcare while on assignment.

Do not forget to apply for GHIC Card(s) (Global Health Insurance Card). [Application GHIC](#)

CHILDREN - SCHOOL / NURSERY

The family travel pack which you were given by the Family Section includes the **Parental Declaration and Education Overseas Supportability (EOS) form** which needs to be completed by your **child(ren)'s current school**. Once completed these forms are to be returned to the **Education Advisory Team, (formerly CEAS)** RC-DCS-HQ-EAT@mod.gov.uk and will be reviewed prior to issuing an **Educational Clearance Certificate**. Once you've received the Education Clearance Certificate, please email a copy to the HNLO maria.botelho100@mod.gov.uk who will send you the Overseas Education Endorsement Form. You are to complete Part B of this form (one form per child) and return it to the HNLO. **Part C is signed by the Lisbon Head of Location and not your current CO. EJSU J8 will only proceed with payment of school fees when you have provided the NSE in Portugal with copies of the Education Clearance Certificate and the Overseas Education Endorsement Form.** For information on the schools in Portugal, and how and when to apply, please read the Lisbon Education section of this guide.

Nursery Children, please read and follow the instructions in the [2022DIN01-008-Overseas Nursery Authority – Application for reimbursement of nursery fees incurred whilst located overseas in non-MOD provided school areas](#)

REMOVALS

Applying for removals on the [Agility](#) website is straight forward. If you are moving from the UK and not relocating from another EU country, the transport company will request a copy of your Portuguese Fiscal Identification Number which the HNLO will provide you.



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TRAVEL ON ASSIGNMENT

There are different options with regards to travelling on assignment and the option(s) that you can use will depend on your personal circumstances (number of eligible family members travelling with you and how many vehicles you plan to drive/ship to location).

The options available are:

- Flights
- Self-drive & ferry
- Overseas Private Vehicle Provision (OPVP)
- Privately Arranged Passage (PAP)

Depending on your circumstances, you may be able to utilise more than one of the options.

Please familiarise yourself with the policy prior to deciding which entitlement you are going to opt for:

- Self-drive – JSP 752 Chapter 6, Section 12
- OPVP – JSP 752 Chapter 9, Section 4
- PAP – JSP 752 Chapter 6, Section 6

IMPORTING YOUR VEHICLE(S)

Once you have been allocated accommodation, have a NIF and have sent the NSE a copy of your NATO Clearance Certificate, the HNLO will send you forms from your respective J1 (SFN, NCIA or JALLC) and a Vehicle Import Form. You will need to complete these forms and return them, together with a copy of the V5, to the HNLO. Your vehicle(s) will then be registered in Portugal, be allocated a plate number and a Duty-Free Fuel Card will be requested. Make sure your vehicle has the inspection valid for at least 3 more months. Have the insurance valid for 3 more months. It can take up to 2 months to have your car imported with Nato plates.

STEP 3

DON'T FORGET!

JCCC

Update your Next of Kin and Emergency Contact details on JPA, request a JPA 001 Card from your current unit and circulate to your family and friends. This card should contain your details (rank, name, service number). You can also download the [JCCC Virtual Contact Card](#) in your contacts and edit it to include your Service Number. This contact can then be saved and shared with your family to give them the information they require if they need to contact JCCC.



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HRG / GBT

You should ensure your **HRG/GBT profile on the [HRG i-SUITE](#) is working and up to date**. After arranging your travel with your current unit for assignment to Portugal, you will need to update your profile so that EJSU Travel Cell can book your national business travel. You may also need it to book your NATO travel.

Make sure your personal and contact details are up-to-date and amend, as necessary.

To ensure others can book on your behalf, navigate to 'Authorised arrangers' and type DT Travel Cell into the 'Arranger group name' field. Click select –this is now complete.

HRG/GBT online support team +44 207 949 4812

MYDRIVE

MyDrive is a platform that is used by all services and replaces the F/MT 600 Driver Permit.

Upload your driver competencies and join the **EJSU Lisbon Hub - 559JM**. MyDrive can be found on the list of [Defence Gateway](#) approved applications.

If you already have a MyDrive account, please update your HUB to EJSU Lisbon HUB – 559JM.

For all EJSU locations you will require an in-date [EU Matrix](#)

Without a MyDrive account you will not be authorised to drive MoD vehicles or Hire Cars.

STEP 4

YOU'VE ARRIVED!

SPONSOR

Your sponsor will have been in contact with you over your transition and will have planned for your arrival. Initially you will need to get your base passes, meet the NSE team, open a bank account and contract internet for your accommodation. Your sponsor will also take you around the base, show you where you will be working, and point out where the local medical clinics, pharmacies, supermarkets, etc are located.

IN-PROCESSING

The NSE team will now start the final part of your in-processing and guide you through the last steps to get you (and your family) fully settled.



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Arrivals Check List

| STEP 1 | |
|---|--|
| Contact DSCOM Family Section and apply for clearance | |
| Complete SAMS User App | |
| Complete MOD Form 1132 and await contact from DIO Estate Manager Portugal | |
| Read 2023DIN01-091-Support Available to Service Personnel Assigned to GSO Europe and Turkiye Supported Posts | |
| Ensure passport(s) are up to date | |
| Apply for a NATO security clearance certificate | |
| STEP 2 | |
| Contact CEP and read CEP letter | |
| Register with HEALIX | |
| Read 2020DIN01-137 Health Service Support for Personnel Assigned to EJSU Locations. | |
| Read 2023DIN01-037 One HMG Overseas Commercial Healthcare Contract | |
| Apply for GHIC | |
| Apply for Education Clearance Certificate (Children) | |
| Apply for School Fees Budget Approval – Complete Overseas Endorsement Form | |
| Read Education Section of Lisbon Guide on where and how to apply for school | |
| Read 2022DIN01-008-Overseas Nursery Authority – Application for reimbursement of nursery fees incurred whilst located overseas in non-MOD provided school areas | |
| Apply for removals on Agility website | |
| Apply for an Advance of Pay | |
| Apply for Disturbance Expenses (<45 days before moving) | |
| Ensure HRG/GBT profile is working and up to date | |
| Read travel options in JSP 752 | |
| Book travel arrangements with current unit | |
| STEP 3 | |
| Update NOK on JPA | |
| Print JPA 001 card and distribute to NOK or share the JCCC virtual contact card | |
| Create an account on MyDrive or change iHub to Portugal and take the EU Matrix test | |
| STEP 4 | |
| Meet with sponsor | |
| Meet the NSE team to complete in-processing | |
| Meet with DIO Estate Manager to move into accommodation | |

USEFUL NSE INFORMATION

Whilst assigned to Portugal there are several allowances available to support the additional costs incurred when relocating to and living in Portugal. This guide will provide you with an understanding of what is available and what is required to receive these allowances. Whilst this guide provides you with the basic information on each allowance, you must ensure you are fully aware of the regulations related to that allowance, which can be found in JSP 752, prior to making any claim.

Overseas Private Vehicle Provision (OPVP)

OPVP is provided to assist Service Personnel permanently assigned to and from an overseas location with access to a private motor vehicle. The provision may be used in one of the following ways:

1. To contribute towards administrative and vehicle depreciation costs when selling and buying a vehicle. You must be able to demonstrate that two separate financial transactions have taken place.
2. To contribute towards the charges incurred (up to the capped rate) when required to cancel a vehicle lease agreement.
3. To contribute towards the cost (up to the capped rate) of privately shipping one vehicle to and from the permanent overseas assignment location.

Disturbance Expense (DE)

DE contributes towards the necessary additional expenses that may arise when the Services require their personnel to make a qualifying move to or from a RWA on permanent assignment. This can be submitted up to 45 days prior to your move to and from Portugal and is processed through JPA Self-Service. The rate of DE varies based on the location and accommodation type you are moving to and can be found within JSP 752.

Relocation Leave

When permanently assigned to an overseas location all personnel have an entitlement of 10 days relocation leave which is normally included on the AO. This must be administered by the losing unit with the leave being taken prior to arriving at the new permanent duty station unless agreed otherwise with the gaining unit. Relocation leave must be taken within 6 months of the Assignment Order date. You should note that LOA is not payable whilst on relocation leave.

Advance of Pay

On assignment to and from an overseas location, a Service Person may apply for an advance of pay up to four months' net pay which is repayable over 12 months. This can be applied for prior to assignment or on arrival at the new duty station.



Local Overseas Allowance (LOA)

LOA contributes to the necessary additional cost of day-to-day living when assigned overseas. It is a comparison of the cost of living in the UK v the cost of living in the overseas location. LOA is processed by the NSE as part of your arrivals process and can be processed no earlier than 6 days before the Assignment Order date. As part of the latest LOA review, an additional allowance was brought in to assist those accompanied personnel running 2 vehicles in location. It is called the 2nd vehicle allowance and is paid alongside your LOA. To receive this allowance, you must provide the NSE with a copy of vehicle registration and insurance documents for both vehicles. The documents must be provided following the registration/insurance renewal for each vehicle, annually.

Respite Provision (RP)

RP contributes towards travel and accommodation costs for SP and accompanied family permanently assigned to an overseas station to achieve overnight respite from their duty station. This provision is awarded on an annual basis which is renewed on the anniversary of your Reporting for Duty Date (RDD). A full entitlement to the provision will still be awarded if you fall short of the entitlement anniversary.

Get You Home (Overseas) (GYH(O))

GYH(O) is aimed at reducing the separation of eligible personnel from close family, friends and UK lifestyle that result from a permanent overseas assignment. This is achieved by assisting towards the costs of a return journey to the UK or, in the case of non-British passport holders, to the country of domicile. This allowance is awarded on an annual basis which is renewed on the anniversary of your RDD. A full assignment year is required to be awarded this allowance. Any travel to and from the point of departure or final destination may be claimed on top of this amount up to the current MMA rates for that journey. Personnel may elect to drive back to the UK and claim their GYH(O); in this instance the claim will be capped at the current rate.

Leave Travel Days

Whilst assigned to a GSO supported location, you will be entitled up to 6 days leave per leave year to compensate for the time taken to travel when proceeding on leave to a JPA registered address beyond the border of the country of assignment. This is broken down into 3 periods of 2 days and to qualify for this, it must be for a minimum of one working day more than any day(s) to be recredited to leave accounts (i.e. where a SP is entitled to one day credit of leave, a minimum of two days must be submitted). This must be recorded correctly on JPA for audit purposes, and on return from leave SP should request to the NSE to re-credit their JPA leave balance with the appropriate permitted travel time.





HEALTHCARE INFORMATION

During your time at post, you and your eligible family will fall under one of the DPHC Overseas virtual medical Practices – Central European Practice (CEP) - even though most of your direct clinical care will be provided by host nation clinical providers. CEP is the MOD point of contact for your medical support during your time overseas and are the contract lead for the management company which will coordinate any specialist care referrals - One HMG HEALIX.

The following is designed to add local detail which may be useful as you arrive. If you are newly assigned, you should also receive a panel list of known healthcare providers from HEALIX. They will ensure you are registered and will be able to support you in navigating the local healthcare system. Their main role is to provide a link between the host nation providers, the CEP and to HEALIX if one is needed.

Your healthcare during this assignment will be delivered by Host Nation providers, with secondary care co-ordinated by HEALIX in conjunction with the CEP. You may also be referred into NHS services where appropriate.

In the background the CEP manages your NHS registration and records if you are fully registered. The CEP also conducts military occupational health clinics and can provide UK MOD clinical advice and support for patients and to HEALIX.

HEALIX Healthline

+44 (0)2084 817800

healthline@healix.com

Central European Practice

+32 (0)6544 2280

UKStratCom-DMS-DPHC-DGP-Enquiry@mod.gov.uk

EJSU Areas - Medical Finance

UKStratCom-DMS-DPHC-EJSU-Fin@mod.gov.uk



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CEP TELEMEDICINE SUPPORT

You can reach the CEP on telephone or email. If you wish to discuss a local healthcare pathway, military occupational medicine, submit your bills or send the CEP a secure and confidential message both eConsult and video-consulting are also available.

Before use it is essential to highlight that the CEP is not set up to provide direct care as we have no referral or investigation rights in your location so this is not a replacement for your host nation providers.

Video-consulting

Attend Anywhere is a video consulting site. If it is safe and appropriate the CEP staff can give you a time and send you a link to the secure online waiting room to speak with a clinician.

eConsult

eConsult allows you to describe your issue and attach pictures using secure software.

<https://centraleuropean.webgp.com/>

How to:

Ignore pop up window saying, 'looks like you are overseas' and **continue**

Input a UK telephone number (not overseas). Use Defence Global Practice (DGP) phone number if required – 01543 434705

Use a UK postcode (not BFPO). Use DGP postcode if required; WS14 9PY

If you are diverted to 999/A&E/UTC/111 this is because you need a more urgent review and will need to use your local equivalent services

Time zones are UK based however; Portugal is on the same time zone as the UK. (The eConsult will have a UK time on it)



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ACCESSING HEALTHCARE

In an Emergency - call 112

Primary Healthcare

You are free to choose your own GP, although the CEP is more likely to be able to maintain your records and arrange direct billing system with practices commonly used by the UK population.

Joaquim Chaves
Rua Catembe 165,
Carcavelos

+351 211 126 093
Mon-Fri 0800-1900

Hospital Luz
Av. Lusitana 100
Lisboa
+351 21 710 4400
Open 24 hours

You do not have to use that same clinic should you have an emergency. In fact, Joaquim Chaves has very little out of hour cover, although they do have an on-call doctor . However, for other emergencies, such; as broken limbs, late night fevers, etc., Hospital da Luz has a 24-hour accident & emergency department. You may be requested to pay up front. After obtaining a claim number from HEALIX you can submit a claim on JPA.



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Out of Hours

If you require care that cannot wait until the next working day, then attend the local accident and emergency department.

NB. If you attend A&E or are admitted to hospital unexpectedly call HEALIX

If you need the support of a clinical team out of hours, the HEALIX Healthline is 24/7. They may be reached on +44(0)208 481 7800 and can also reach the CEP clinical team when required.

Emergency treatment is available through the Cascais General Hospital using your Global Health Insurance Card (GHIC).

Hospital de Cascais
Av.Brigadeiro Vítor Novais Gonçalves
2755-009 Alcabideche



Emergency Medical Treatment:

Portuguese:

Consultas / exames

Pagamentos

Atendimento prioritario

Informacoes / maracoes

RX/TAC/ECO/Osteo/Mamografia

Entrega de exames

English:

Appointment / tests

Payments

Pregnant, geriatrics, small children,(lap children)wheelchairs

Info and booking a new appointment.

Xray/CT/Eco/Osteo/Mammography

Pick up tests

PRESCRIPTIONS

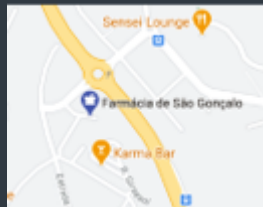
EJSU Lisbon has a **Direct Billing System** set up with 4 pharmacies in the Cascais and Oeiras area. There is no requirement to pay for services at the point of delivery as the provider will bill the MOD direct via the CEP.

Take your prescription, NATO ID Card (or NATO Dependents Card) HEALIX Card and BFGHS FIN04F 01/16 V3 form completed and signed

Pharmacies

Farmácia de São Gonçalo

Rua da Grecia, 16
Urbanização da Quinta de São Gonçalo
Tel.: 214579817



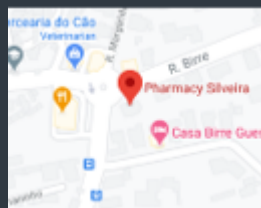
Farmácia Silveira São Domingos de Rana

Rua Afonso de Albuquerque, 195
São Domingos de Rana
Tel.: 214548400



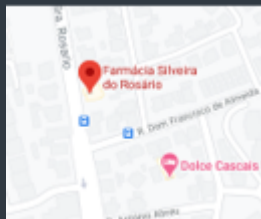
Farmácia Silveira Birre

Rua de Birre, 503- A
Cascais
Tel.: 214872121



Farmácia Silveira do Rosário

Av. Nossa Senhora do Rosário, 1212
Cascais
Tel.: 214839328



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CHILDREN

Paediatrician (English spoken)

GPs in Portugal do not see children. If your child requires an appointment the following host nation paediatrics service is well known to British personnel:

Childhood Immunisations
Monitoring growth & development
Nutrition and feeding
Sleep, routines and toilet training
Behaviour management
Parenting questions

Immunisations

You should maintain a red book and be aware on assignment of when your child is due any immunisations.

Parents should note that the childhood vaccination schedule for your host nation may differ to that of the UK, in some cases vaccinations may not be available in your host nation and vice versa. Further information on vaccination schedules can be found via the European Centre for Disease

Control at <https://vaccine-schedule.ecdc.europa.eu/Scheduler/ByCountries?SelectedCountry1Id=68&SelectedCountry2Id=171&IncludeChildAgeGroup=true&IncludeChildAgeGroup=false&IncludeAdultAgeGroup=false>

Other Child-Focused Organisations

The CEP also work closely with the Department for Children and Young People (DCYP) for Speech and Language services; Educational Psychology and Educational Social work. We also have links to the British Forces Social Work Service when children or families need additional support.



SPECIALIST SERVICES

Women's health services

Rather like children's health, GPs in Portugal rarely manage specific women's health problems. All women's health services, including a full midwifery and obstetric service, are provided:

Cervical screening

You will receive a reminder letter if you are due Cervical Cytology. Please book your appointment with the local clinic. Contraceptive Services are also provided.

It is important, if electing to have your cervical screening in Portugal, that you recognise that although the service is of good quality, the continuity of information is less coherent than continuing with UK screening. If you would prefer to have cervical screening in the UK, ideally linked to a trip you are making anyway, this may be organised through HEALIX or DPHC.

The CEP should be forwarded any results in order the basics may be entered on the national screening system.

Pregnancy

It is important that you let HEALIX know of your pregnancy in order that you can be linked into the local service. Ensuring your baby is registered with us will allow the CEP and HEALIX to ensure you are supported after birth.

Your care will be delivered by a community-based Obstetrician, and a hospital Obstetrician who work in conjunction with a Host Nation midwife.



SECONDARY CARE

Referrals to Hospital / outpatient clinics

Should a GP refer you to another clinician, please make sure you let HEALIX know as soon as possible.

All referrals require approval prior to arranging an appointment at the hospital. This is partly to allow you to obtain a UK perspective on the treatment plan and also to ensure that billing is organised with the provider. Once approved, HEALIX will contact you to send you a guarantee of payment letter.

If your hospital clinician recommends surgery or any other significant intervention, you should contact HEALIX following the appointment to ensure the plan is authorised, safe, coherent with UK NHS standards. They will support you in arrangements and payment.

Please send any reports or invoices relating to approved hospital care directly to HEALIX.

Consultant Advisors and Clinical Review

If a specialist recommends surgery or other significant treatment which may have an impact on your operational fitness, Defence Consultant Advisor (DCA) opinion may be sought. DCAs are military clinical specialists who provide decision support in terms of ensuring treatment is in line with UK best practice and also advising on any impact on occupational fitness.

Should the DCA decide that your long-term career prospects may be best served by a different approach, a referral to a UK-based team may be recommended.

The CEP runs multi-disciplinary team meetings weekly between the doctors, medics, nurses and, if required, UK physio or health visitor. This allows management to be discussed as necessary between an experienced team. We recognise it can be challenging to have care overseas in a different language and culture. The aim is always to ensure that your treatment is safe, effective and in line with NHS standards.



DENTAL OVERSEAS

Before you arrange any Dental appointments, please read all this information and refer to [2023DIN01-037](#)

Patients are strongly recommended to acquaint themselves with this document prior to booking any dental appointments. All treatment requires authorisation from One HMG Healthline for funding before undertaking the treatment.

As there are no Service provision for dental care by Defence Primary Healthcare (DPHC) (Dental) in ISODET locations, personnel are authorised to seek dental treatment from local civilian dental practitioners.

Dental treatment is accessed via One HMG Healthline (HEALIX) and provided by local Host Nation dental practitioners. Prior to attending any dental appointments, contact should be made with One HMG Healthline who will provide further clarification on their processes to follow, and they will also provide the relevant forms and paperwork to take to your appointment, including the proposed treatment plan form for the dentist to complete and, if necessary, the cashless billing patient identification form. They will also explain what treatments would need prior authority, so that you don't proceed with treatment, the cost for which you may subsequently become liable, if deemed unjustified.

Contact with the One HMG Healthline on +44 (0) 2084817800, or email healthline@healix.com

Furthermore, a clearance code can be obtained from your MOD Gateway lead (MOD parent depts./ CoC) and registrants (patients) can generate their own username and password at the following link for the One HMG Healthline, which will help with your overall healthcare.

One HMG Healthline will make payment direct with the practices which have cashless billing established. However, at present, cashless billing arrangements are currently being established between One HMG Healthline and selected practices in overseas locations.

If One HMG Healthline advises that this has not yet been established in your location, costs for dental care is recovered through unit admin / NSE.

Prior authorisation for all 'non routine' dental treatment must be obtained from One HMG Healthline before the treatment can be carried out. Patients are strongly recommended to acquaint themselves with this document prior to booking any dental appointments. All treatment requires authorisation from One HMG Healthline for funding before undertaking the treatment.



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EDUCATION

Free Infant School Meals

IAW [2024DIN01-068-Universal Infant Free School Meals](#); eligible overseas personnel are entitled to claim infant free school meals for dependents in Reception classes, Year 1 & 2 of schooling, ask the NSE staff for further information.

School Transport

It is the parents' responsibility to get their children to and from school. If the timing does not allow you to do this during your daily travel to work, you can either:

- Claim MMA up to 4 journeys (two ways) per school day - JSP 342 Pt 1 Ch 7 Para. 13 and the associated tolls. This can be claimed in arrears (up to 90 days) using the form available from the EJSU and then input onto JPA.
- Alternatively, you can use a local private bus company. The HNLO, can assist you in arranging this however, the responsibility remains with the parent. The parent can ask for the bill to be forwarded to the NSE for payment.
- Children attending St. Julian's School or IPS can opt to use the school bus.

Nursery Education

IAW [2025DIN01-081 - Funded childcare entitlements and processes for overseas Service personnel and UK Based Civil Servants \(UKBCs\) with accompanying pre-school aged children](#). Eligible overseas personnel are entitled to claim 15 hours (30 hours for eligible working parents) funded nursery education from the school term after a child's third birthday. For pre-school children there are several options. As a non MOD school location, the Children's Education Advisory Service (CEAS) endorsed schools have nurseries/kindergartens or there are several local Portuguese nurseries that can be used.

There is no statutory requirement for children to attend school until the term after the child's 5th birthday, it is parental choice. However, free nursery education is available in the UK. Accordingly, the Defence Childcare Support Team provides an equitable educational service for those personnel serving overseas comparable with the UK. The extant allowance is paid on actuals per term for 15 hours per week (or 30 hours) up to 38 weeks per year. This grant is based on UK national costs and is the common entitlement for overseas areas, it is not location specific.

If considering nursery education, you may wish to explore other opportunities such as local Portuguese nursery education. However, to be eligible for the ONA entitlement the nursery provider must meet a structured learning program of a similar standard to that available in the UK. The authority of the HoL must be sought before committing to a nursery if this allowance is to be claimed.

Special Education Needs (SEN) - Overseas Education and Supportability Team (OEST)

Local schools lack SEN specialist facilities or expertise. If your child currently has 'extra support' or is 'statemented', it is imperative that you contact the Overseas Education Supportability Team (OEST) who coordinates the educational supportability assessment process for overseas postings, in respect of children with Special Educational Needs. 'Extra support' can be defined as the requirement for a child to have as little as 1-hour extra teacher time per week in or outside of the classroom.

You can contact the OEST by emailing RC-DCS-HQ-OES@mod.gov.uk



Boarding School Children - CEA Eligibility Certificate

All personnel moving to Portugal and have children in boarding school are required to obtain a new CEA Mobility Certificate. You are advised to start this process immediately on receiving your AO, as any claims for CEA will not be approved until the Mobility Certificate is received and entered onto JPA.

School Children's Visits

Service Personnel who have their children in boarding school are entitled to have their children visit the assignment location at public expense 6 times a year (3 times for 1st Degree only - University students). Further details are provided by NSE staff on joining.

Travel with Sole Parent or Unaccompanied Minors

There is a legal requirement within Portugal for children under the age of 18 traveling with a sole parent or unaccompanied during SCV, carry a certified letter giving permission for either parent to take the child out of the country without the other parent, or to travel unaccompanied. On request, the HNLO will provide you with a letter certified by the HoL.

Defence Children's Services Education Welfare Officer

The role of the Education Welfare team is to:

- To provide support with identifying and addressing any issues, trends or concerns around attendance
- To replicate where practicably possible the formal Education Welfare Process for children and young people who have been identified as Persistent Absentees
- Offer informal education welfare advice and guidance to all Service Personnel
- To track and monitor all children who are Missing from Education in line with section 436A of the Education Act 1996
- Provide a support service to Host Nation Schools where entitled MOD children and young people are attending if attendance issues are impacting on a child's education.

Email: RC-DCS-HQ-WSW@mod.gov.uk

Application Process for International Schools in Portugal

Once you have provided the HNLO with a copy of the Education Clearance Certificate and the Overseas Endorsement Form with Part B completed, you are encouraged to apply to a school for placement for your child(ren). The application is online, and you will be required to provide school reports from your child(ren)'s previous school. There is an enrolment fee, however, please complete the payment section of the application with 'UK NSE'. The fee will then be billed to the NSE when your child(ren) are placed.

International schools in Portugal usually have long waiting lists and although priority is given to 'NATO' children, you are advised to initiate the application process as soon as possible.

In accordance with JSP 342 Part 1, no. 4, line 15 – There is no automatic entitlement for admission into a non-MOD provided school overseas and it is important to understand that the governance of education school provision, including decisions on admission and retention, taken by these schools is final.



SCHOOL INFORMATION

Primary Education – Foundation Stage 2 to Year 8.



IPS – International Preparatory School
Rua da Lagoa, 171
Bicesse
2645 – 344 Alcabideche
Tel: + 351 214 570 149
<https://www.ipsschool.org>

Primary Education and Secondary Education



St. Julian's School
Quinta Nova
2775 – 588 Carcavelos
Tel: +351 214 585 300
<https://www.stjulians.com>

There is no MOD School provision however, there are several International Schools within travelling distance of SFA. For further information please contact the HNLO – maria.botelho100100@mod.gov.uk



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Lisbon – Finance & Banking

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FINANCE

Portuguese Banking

Due to Portuguese banking laws, it is not possible to apply for a local bank account prior to joining however, once you have arrived, your sponsor will assist you in opening a local bank account. Banks are open Monday to Friday 0830 – 1500 and are closed at the weekends and on public holidays. They will require your passport, NIF (Fiscal Identification Number) and proof of address (letter provided by the HNLO will suffice).

Fiscal Identification Number (NIF)

Your NIF is a number which will be attributed to you by the Finance Office in Portugal. This number is necessary to open a bank account, acquire mobile phone, and internet/TV contracts, and to claim VAT (23%) refunds to which you are entitled, under the SOFA, whilst serving in Portugal. The HNLO will apply for the NIF just for the service member.

Tax Free Privileges (Purchase of Goods in Portugal)

Service personnel can claim a refund of 23% VAT (IVA) on purchases **made in Portugal** which exceed 270 Euros (on ONE invoice) excluding grocery and domestic shopping, hotel accommodation, restaurants, flights, utility bills and a few other services. To claim, the invoice must exceed 270 Euros, (VAT included) be either a fully electronic or handwritten receipt. It must show your name and NIF and must not include any grocery and / or domestic shopping item. The HNLO can then assist in the VAT refund. If the refund is approved, the amount will then be paid into your Portuguese bank account generally within 4 weeks. You must retain these invoices for the next 4 years in case you get called by the Portuguese Tax Office to justify the purchase. If you need to return the item(s) purchased for any reason, you must return the VAT to the tax office.

When making purchases online, even if it is a 'Portuguese' website, ensure that the supplier has a Portuguese NIF (starts with a 5). If the supplier is outside of Portugal, you will not be eligible to claim the VAT refund. Be aware that a lot of online stores are not based in Portugal, so, look for the company NIF, if it is not there or it does not start with a 5...you cannot claim the IVA on that purchase.

Split Net Pay

You have the option to split your pay into your UK and Portuguese bank accounts, the percentage of the split is an individual choice. Once you have a Portuguese bank account set up, you will need to complete a JPA Form E016b which is available at the NSE and submit to the J1 JNCO to update your JPA account. You will also need to confirm which bank you would like your expense claims to be paid into: UK in £ or Portugal in €, this can be alternated during your assignment but only through the J1 JNCO.



Lisbon – Postal Services

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POSTAL SERVICES

Mail is normally delivered to the NSE on a weekly basis. Sometimes there could be delays due to a number of reasons including BFPO, customs, public holidays etc. The NSE will inform personnel if there are expected delays. Once the mail has arrived and has been sorted by NSE staff, an email is sent to Service Personnel to let them know that their mail is ready for collection. The dispatch of mail is also on a weekly basis (on the condition that there is enough mail to justify a dispatch), and mail to the UK should be passed to NSE at the earliest opportunity at the beginning of each week to allow the mail dispatch for that week.

Mail to be addressed as follows:

| | |
|-------------|-----------|
| Name - | Name |
| Street - | BFPO 6 |
| County - | Middlesex |
| Post Code - | BF1 2AA |
| Country - | UK |

If you have mail that needs to be sent back to the UK urgently, it is recommended that you use the Portuguese Post Office “CTT - Correios”- normal opening hours are Monday to Friday 0800 – 1230 and 1430 – 1800. Some of the larger Post Offices are open Monday – Friday 0800 - 1800.

As with all overseas locations, the timing and regularity of the post cannot be guaranteed. All personnel are encouraged to order items in plenty of time and track the delivery if possible. If a parcel does not arrive within a reasonable amount of time, or the parcel arrives in a damaged state, the individual may take a photo and contact BFPO directly.

The NSE does not hold nor sell UK postage stamps.

You can buy stamps online via the Royal Mail website [Royal Mail Shop](#)

VAT refunds on Amazon orders can be claimed if the item has been sent to a BFPO address. To request a VAT refund, email vat-refund-requests@amazon.co.uk once your order has been dispatched. Remember to include the order number with your request. All refunds are to be within 3 months of the time of the supply of goods. Not all Amazon sellers provide the option for VAT refunds.



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LOCAL INFORMATION (All on Google Maps)

Groceries:

Lidl - Cheaper but won't have everything

Aldi - Cheaper but won't have everything

Auchan - More like a Sainsbury's with household items, a bit more expensive than Lidl

Supercor - Much more expensive, similar to M&S or Waitrose

Continente - Similar to Auchan, with household and clothing, located in Cascais Shopping

Pingo Doce - Somewhere between Lidl and Auchan/Continente.

Mini Preço - Quick cheap things, not for a full shop, service isn't great.

Shopping Centres:

Cascais Shopping Mall - Close to Beloura

Forum Sintra Mall - Close to Beloura

Sintra Retail Park - Close to Beloura

Centro Colombo - Lisbon/Amadora Area

Hardware Stores:

Aki - Like B&Q

Leroy Merlin - Larger, Like B&Q, (same company as Aki)

Other Household Stores:

Conforama - Located in Cascais shopping and another large box store in Sintra. Has everything from furniture and decor to installing a kitchen to appliances.

Jom - Home goods store with some good offers

Casa - In Sintra Retail Park, mostly outdoors/garden/entertaining, nice things.

Ikea - Swedish meatballs recommended

Worton - Electrical supply home goods store

Garden Centres:

Jardim Primavera - Slightly smaller garden centre but very nice

Horto do Campo Grande Quinta de Eira - A bit larger.



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Lisbon – Shopping and Services

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International store (Duty Free Shop on Base)

Service personnel and spouse (if applicable) will be able to obtain a Privilege Card on completion of their registration within NATO. This card can be requested / collected from the JALLC office in the IF building on the Oeiras base. The Store is located next to the main car park, the shop sells perfumes, cigarettes, wines, spirits and gifts.

Base Gymnasium

The base at Lisbon has a fully – equipped gymnasium, open 24 hours a day, seven days a week, paddle courts and a swimming pool, manned by a life-guard from June to September each year. Immediate family members may use these facilities (except for the swimming pool which is only available to family members on weekdays and weekends during the months it is manned by a life-guard) at any time except from 1200 – 1400 on working days.

Language Courses

The NSE has a Portuguese Linguaphone Online and Audio Service language course available for personnel to sign out. The pack contains 8 CDs and provides information on how to access the e-learning website. Alternatively, SP and spouses are entitled to enroll on a 'Survival Language' course and be reimbursed up to 100 euros. For more information on this, send an email to EJSU-J7-SO3@mod.gov.uk.

Spouses International Group (SIG)

SIG is an organisation for spouses who are part of the NATO community here in Portugal. It strives to promote friendships and develop a strong community through social activities. SIG is run by spouses who voluntarily organise and fundraise events to offer this group opportunities to host activities.



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Golf

If you are interested in playing Golf while in Portugal, then you should consider joining PINGS (Portugal's International NATO Golf Society). It was originally set up by NATO but is now run as a civilian society with NATO members able to join. It is the easiest and cheapest way to gain a Portuguese Federation number allowing you access at local (rather than tourist) rates.

Golf can be very expensive in Portugal without a federation number. You can join by contacting the club committee (all details are on the website). The rates change yearly but it is in the order of 80e for a year's society membership and 60e for joining the Federation; paid as a lump sum to PINGS which then handles the details for you and manages your handicap.

Once a member, there are at least two social competitions a month and three weekly rollups. The monthly meetings are normally PM on a Friday with the occasional one on a weekend. Half take place at the home course of Beloura with the rest using many of the fantastic courses within driving distance of Lisbon.

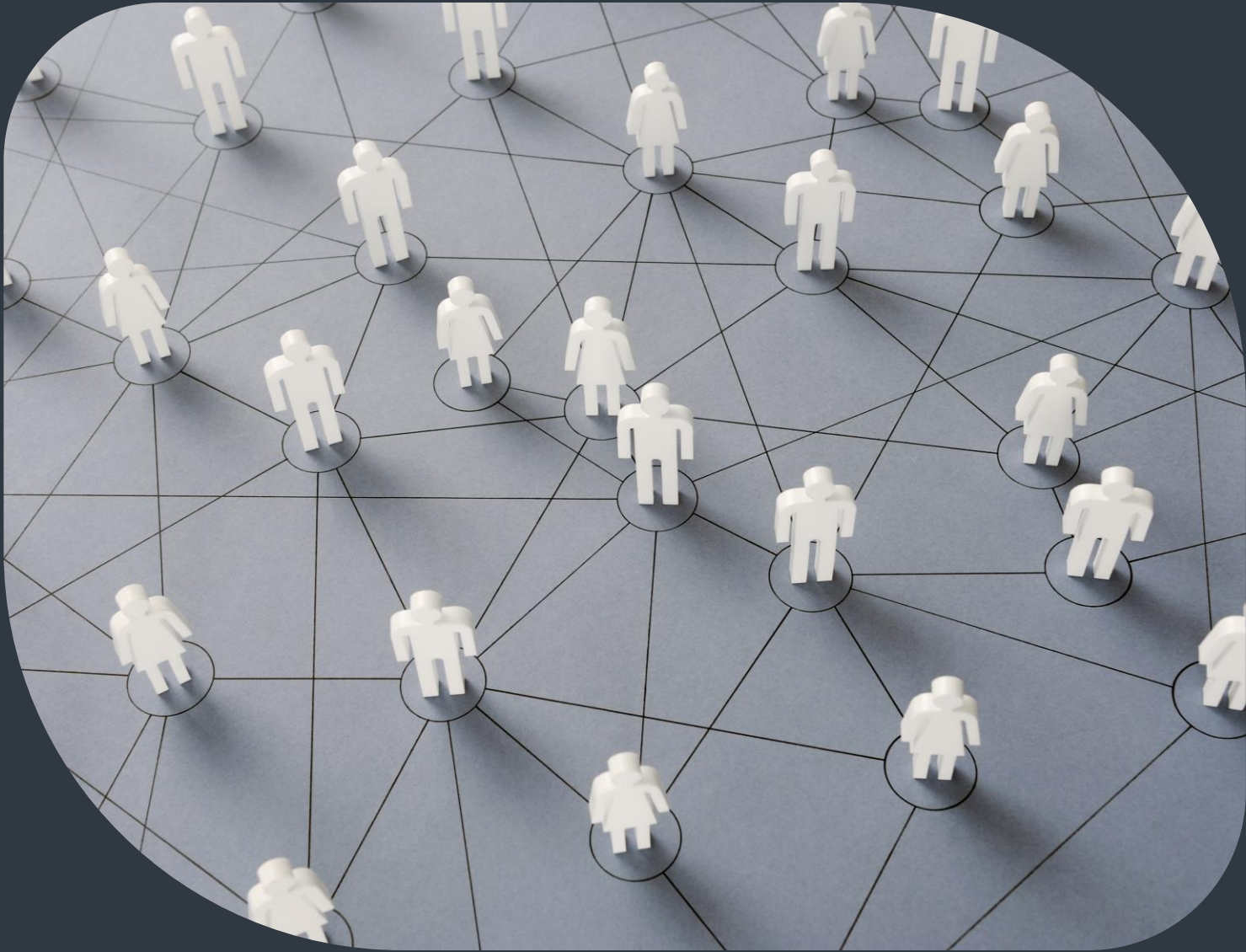
For full details please visit the PINGS website (<http://www.pings.pt/en>).

The NSE has two sets of golf clubs available for personnel to sign out.



Lisbon – Useful Contacts

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Useful Contact Numbers

In case of an emergency the following agencies/hospitals and personnel can be contacted:

| | |
|--|-------------------------------------|
| Ambulance/Police/Fire Brigade: | 112 |
| HEALIX | +44 2084 817800 |
| Joint Casualty and Compassionate Centre (JCCC) | +44 1452 519951 |
| Naval Personal Family Services | +44 2392 722712 |
| NSE Portugal Duty Officer | +351 916 986 572 |
| DIO Estate Manager Portugal | +351 916 986 513 |
| Head of Location Portugal | +351 919 619 615 |
| European Welfare Officer (SHAPE) | +32 65 44 8082 Mob +32 478 97 02 80 |
| Padre (SHAPE) | +32 65 44 8887 Mob +32 470 66 45 82 |



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Documents to have with you when driving in Portugal:

International Organization / Foreign Mission Identity Card

A copy of your NIF document

DAV

MOT (IPO) – if applicable

Vehicle Insurance

To register your car(s) in Portugal you must take copies of the vehicle documents and email them to the HNLO as soon as possible. Initially, you may obtain a security pass for your vehicle(s) on UK plates.

The HNLO will help you fill out the Portuguese Vehicle Registration Form. This will need to be signed and together with your vehicle documents, will be handed to the Vehicle Registration Office for action.

Once you have been informed of your Portuguese registration number you may then have the plates physically made and a Tax-Free Fuel Card will be requested. As soon as you receive the DAV you may have the plates fitted, MOT (if applicable) the vehicle and apply for Portuguese insurance. You will also need to change your car pass at the Security Office.

If you applied for a Via Verde box whilst still on your old plates, don't forget to change the plate number online when you fit the new plates.

Guidance on MOT is this in this guide.

The DAV (Customs Vehicle Document) is a document emitted by Portuguese Customs. It is equivalent to the title and vehicle registration (V5) and must always be carried when driving. This document generally takes 8 weeks to be issued. For temporary registration purposes, a copy of the application form will be provided until Portuguese authorities issues the DAV.

In Jan 2014, a new law was passed that all residence in Portugal are to carry a document with their NIF. Although you are considered temporary residents, we request you carry a copy of your NIF with the rest of your car documents, just in case.

DOCUMENTS / INFORMATION NECESSARY TO REGISTER A VEHICLE

V5 or equivalent with the following information:

- Type of fuel
- CC
- Make
- Model
- Colour
- Gross weight
- Mass in Service
- Engine No
- Number of seats
- No of Driving Axles
- VIN
- Current Registration No
- Date of first registration
- Kms

Insurance.

MoT Certificate (if applicable).

If the vehicle in your spouses' name, please provide a copy of your marriage certificate.



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GALP TAX FREE FUEL CARDS

Entitlement:

Married Accompanied Personnel with two vehicles are entitled to a Tax-Free Fuel Card for each vehicle.

Married Unaccompanied and Single are entitled to one Tax-Free Fuel Card.

Fuel Allowance:

Car / Van – 150L / month

Motorcycle – 90L / month

The HNLO will request a card for your vehicle(s) and inform you via e-mail when your card and PIN are available to collect from the NSE.

At the beginning of each month, you will receive an email with the amount due for the previous month. Payment method is via bank transfer - online banking.

Should you lose your card, please inform the NSE immediately so that it can be canceled.

Should you wish to see the official Terms of Reference regarding the Temporary Importation of Vehicles, change of ownership, exportation or scrapping of vehicles, a copy of this can be forwarded to you on request.



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MOT (IPO)

Once your vehicle is 4 years old it must go through IPO/MOT during the month of its first registration, **UK registration not NATO**, then again at 6 years, 8 years and then every year. **Your MOT Certificate from the UK is not valid in Portugal and if your vehicle is over 4 years old on arrival, as soon as you have Portuguese plates you will need to get your vehicle IPO/MOT in Portugal so that your insurance covers you.**

Things they look at:

Tyres – all 4 tyres must be of the same make or in pairs: 2 front are the same make, 2 back are the same make. They will also look at the wear and tear of the tyres. Your spare tyre must also be in good condition.

Alignment – your wheels must be aligned and calibrated.

Brakes.

Seatbelts.

Windshield Wipers – all working properly and water in the deposit.

Lights – all lights and 4 indicators must be in working order, if it's a right-hand drive you must have the stickers placed on correctly and the lights aligned.

No oil leaks.

They will check the level of the CO2 emissions.

1 EU certified triangle and 1 EU certified reflective jacket.

Documents they will request to see: DAV, NIF, IDENTIFICATION (Passport or IO/FM Identity Card).

If your vehicle does not pass the inspection, you will receive a PINK form with the defects written on it. You have one month to correct the defects and take the vehicle back to IPO. You may drive your vehicle with the pink form but **DO NOT TAKE PASSENGERS IN YOUR VEHICLE WHILST YOU STILL HAVE THE PINK FORM.**

If your vehicle 'passes' the IPO you will be given a GREEN form, if any minor defects are noted they will appear on your green form, and they must be corrected before you take your vehicle for IPO the next year.



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MOT and Service Suggestions

Car Bosch Service (15 minutes walking from the base)

[Address](#) Praceta da Flora 15

2775-634 Carcavelos

[Phone](#) +351 21 456 8360

MForce: (Service)

[Address](#): Av. Eng. Adelino Amaro da Costa. EN 9-1, 2750-269 Cascais, Portugal

[Phone](#): +351 916 500 103

MForce : (Services)

Address: Cascais Shopping

[Phone](#): +351 912 333 224

Controlauto Alcabideche: (MOT)

Address: Estrada nacional, 9, Km6, 2645-544, Portugal

Website: Controlauto.pt

Phone: +351 21 460 2135

Controlauto Cascais: (MOT)

Address: R. Fernao Lopes s/n, 2750-663 Cascais, Portugal (next to Hospital CUF Cascais)

Website: Controlauto.pt

Phone: +351 21 482 0930



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VEHICLE INSURANCE

Make sure that the insurance you have on your vehicle does not run out for at least 6 months as sometimes, (ordinarily during holiday seasons) it takes time for the NATO/Portuguese registration number to be issued. If you are able to obtain a notification of 'no claims' from your insurance company, bring it with you, as this will assist when purchasing car insurance in Portugal. EJSU Lisbon holds details of some insurance companies for insuring your vehicle locally. Some UK insurance providers (not many – read the small print!) will agree to honour your 'no claims' certificate to be returned to them for their records, so remember to retain a copy for your own records. In the long run, this could save you a substantial amount upon your return to the UK.

Insurance companies

Abbeygate

<http://www.abbeygateportugal.com>

Phone: 00351 289 369 254

Fidelidad

<https://www.fidelidade-assistance.pt/English/HomePage.aspx>

Tel. + 351 21 440 50 00

geral@fidelidade-assistance.pt

Allianz

<https://www.allianz.com/en/about-us/who-we-are/regions-countries/portugal>

Phone: [+351 21 316 5300](tel:+351213165300)

Start off by insuring UK plate's Portuguese insurance then switch (fee) to Portuguese plates.

Do NOT use the term NATO plates. Everyone will turn you down because they think they are diplomatic plates, which they are not. They will not be able to find the plate on their system, but they can manually enter the number.



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DRIVING IN EUROPE

If driving out with your own vehicle, to comply with Spanish and Portuguese legislation (and French if coming via the channel), don't forget the following items:

- Headlamps converters.
- Warning triangle (2 now required for Spain).
- First-aid kit.
- Fluorescent jacket.
- Plastic/rubber hand gloves.
- Spare car lamps for lights.
- Green card or other form of confirmation of insurance cover for overseas (don't forget the need for a bail bond in Spain if your policy does not mention this specifically).
- If you wear glasses or contact lenses, carry a spare set (Spain).

ACCIDENTS AND COLLISIONS (If help is needed call HNLO at +351 918848587)

If you are unfortunate to have an accident or collision in Portugal, you should carry out the following:

Do not move the car.

Wear the visibility jackets and place out warning triangle.

Phone the police on 112 and report the accident.

Complete insurance documentation – you should have a copy in English, obtained from your insurance company.

• Stay calm, keep safe

If you are in an accident, it's important not to panic. Turn off your car engine. Turn on your hazard lights and get out of the car safely - exit from the driver side to avoid traffic (RHD vehicles).

• Exit the Car Safely

Wear a reflective vest, secure the areas and place the warning triangle. Take all necessary measures to avoid further damage or casualties. This includes extinguishing a fire if necessary.

• Don't put yourself in danger

Use a torch at night. Keep a safe distance away from your car and away from the road or highway. Don't smoke or use mobile phones if there is a risk of petrol fumes in the air. Don't move any vehicle until the police have arrived, unless there is a chance of further injury if it stays in place.

• Call for help

The safety of everyone involved is always the priority. If you or anyone else has been hurt in the accident, call the emergency services immediately on 112. Be prepared to provide personal details, information concerning the type of accident, your location and casualties.

• First-aid

Any person involved in an accident is obliged to aid casualties. Provide first-aid if you have sufficient knowledge. Actively assist casualties and seek help.



DEPARTURES

Importing / re-importing your vehicle(s) in the UK is not an easy process, however, there are two ways in which you can do this:

Through GEO – The following information and instructions in this link [BFGNET](#) are for the GEOs process.

Self Service with DVLA – Registering an imported car with the [DVLA](#) involves telling [HM Revenue and Customs](#) (HMRC) first, getting vehicle approval, and then submitting forms (V55/4 or V55/5) to the DVLA with documents for identity, proof of approval, and fees for tax and registration (£55) to get your UK plates. You must do this within 14 days of arrival to avoid penalties. Please contact the HNLO prior to starting this process, they will issue you with an exportation form; once completed please return with a copy of the DAV for submission to the relevant authorities.

Keep your Portuguese insurance (making sure you have overseas cover), return to the UK on NATO plates.

The Form V55/5 can be downloaded from the DVLA website:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/735691/v55x5-application-for-first-vehicle-tax-and-registration-of-a-used-motor-vehicle.pdf.

The fields on the example V55/5 that are not completed are not essential and intentionally blank. If you have the information, feel free enter it, but the areas marked with crosses must be completed.

Once the V55/5 has been completed, the MOT passed, **the vehicle insured in UK**, please send the form, including the supporting documentation to the following address (you are strongly advised to use recorded delivery):

Specialist Registration Team

Floor D11

DVLA

SWANSEA

SA6 7JL



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Supporting Documentation:

Fee for road tax (cheque or postal order)

NOVA Letter or NOVA Ref No (will be given to you once the NOVA application is completed)

MOT test certificate ((Copy) if required)

NATO ID and/or MoD Form 90 (Copy)

Passport (Copy)

Current registration documents (Original)

Invoice ((Copy) if you have it)

Any copies of the original UK registration documentation that you may have (i.e. a copy of your old V5 or VX302). It is not essential but may assist DVLA.

Proof of address i.e. Letter from car dealer, DIO MQ allocation letter, utility bill etc.

It usually takes between 5 to 14 (working days) for DVLA to process your application but depending on backlog has taken in excess of 45 days. Hence, providing as much information as possible in the supporting documentation.

Once the V5 is received, the UK plates are to be fitted to the vehicle (The VRN is likely to be the original UK registration number if previously registered). Destroy NATO plates and cancel Portuguese insurance.



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Lisbon – Community Liaison Welcome

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NSE INFORMATION

Lisbon NSE is situated in the Interim Facility Building, room 105 and is open at the following times:

Monday – Thursday 0800 – 1200 and 1300 – 1600

Friday 0800 – 1200

OUT OF HOURS

Manico and Leonor share a duty phone (+351 916 986 572) which provides out of office hours to help in emergencies regarding Portuguese matters (i.e. translation required if involved in a car accident).

Maria has a duty mobile for urgent housing issues only. She will provide details on what is classed as an emergency when you join.



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Lisbon - Departures

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STEP 1

INITIAL PREPARATION FOR DEPARTURE

TRANSFER OF RESIDENCE

You must apply at least **SIX** weeks in advance of the intended move! Use this form [Transfer of Residence Application](#) to claim relief from customs charges due on personal belongings and other goods, when transferring your place of residence to the UK. Once submitted, you will receive an approval letter and reference number which you will need for the removals company and DVLA to import / re-import your vehicle(s) to the UK.

For more information, please follow this link [ToR](#)

ACCOMMODATION

Submit your **SFA/SLA** application as soon as possible. If you are assigned to another overseas location, use the manual [MoD 1132 Form](#) and email to your new Unit's DIO Estate Manager. If your new assignment is taking you back to the UK, apply for **SFA** on the following the link [Pinnacle Service Families](#).

To apply for **SLA**, send an email to your new Unit's Accommodation Office.

Find out all about [FAM](#) (Future Accommodation Model) and if you've been assigned to a FAM location in the UK.



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MEDICAL

Service Personnel that, when attending a medical appointment, did not request copies of your medical notes from your clinician, should do so now and send them to CEP to update your Defence Health Record (otherwise known as your 'DMICP record') stored and managed in the CEP. CEP will forward your DMICP record to your next holding Medical Centre.

Immediate family members who registered with the CEP and did not obtain a copy of any medical notes from the host nation provider, should obtain them now and send them to CEP. **Health records for immediate family members not registered with CEP are not to be sent to CEP but** are to be given directly to their GP on reassignment to the UK.

DENTAL

At end of tour, where dental care has been provided from a non-DMS provider, it is recommended the patient/parent requests copies of any HN dental notes. These can then be amalgamated into the patient's UK dental records. In the case of Service Personnel, these are taken to their DMS dental centre for inclusion in their eIHR and in the case of non-SP the dental records should be taken to the civilian dental practice.

CHILDREN - SCHOOL / NURSERY

Please inform the current school at least ONE TERM in advance of departure via email and **cc the HNLO**.

PETS

If you are taking your **Pets back to the UK**, please click on the link to confirm you are informed of the requirements and regulations for travelling with your pets. [Bringing a Pet to Great Britain](#)



NATIONAL INSURANCE CREDITS – SPOUSES/CIVIL PARTNERS

Spouses and civil partners accompanying Service personnel on overseas assignments may be unable to work and pay National Insurance contributions. As a result, they might have gaps in their National Insurance contributions record which could affect their future State Pension entitlement and contribution-based benefits such as Jobseeker's Allowance. They may be able to fill these gaps with National Insurance credits. For further information, please refer to [2024DIN01-004-National Insurance credits for spouses and civil partners accompanying Service personnel on overseas assignments](#)

To apply for your National Insurance Credits, please follow the link [Application NIC](#)

STEP 2

GETTING READY TO MOVE

REMOVALS

Once you know the address you will be moving to, you can start your application for removals on the [Agility](#) website. If you are returning to the UK, you will need to provide a Transfer of Residence reference number at this stage. You are reminded to apply for removals in good time and prepare for delays.

CHILDREN

Now that you know your future address you should apply for schools / nursery.

TRAVEL ON ASSIGNMENT

All travel should be booked through [EJSU J1 Travel Cell](#). (Flights, ferry, hotel etc).

There are different options with regards to travelling on assignment and the option(s) that you can use will depend on your personal circumstances (number of eligible family members travelling with you and how many vehicles you plan to drive/ship to location).

The options available are:

- Flights
- Self-drive & ferry
- Overseas Private Vehicle Provision (OPVP)
- Privately Arranged Passage (PAP)



Strategic
Command

Depending on your circumstances, you may be able to utilise more than one of the options.

Please familiarise yourself with the policy prior to deciding which entitlement you are going to opt for:

- Self-drive – JSP 752 Chapter 6, Section 12
- OPVP – JSP 752 Chapter 9, Section 4
- PAP – JSP 752 Chapter 6, Section 6

STEP 3

IT'S ALMOST TIME TO GO...

SJAR / OJAR

Make sure your SJAR/OJAR is confirmed by your 1RO and the submission is completed.

SPLIT NET PAY

If applicable, amend Split Net Pay on JPA and inform J1 JNCO.

MYDRIVE

Login to your **MyDrive** account and change from the EJSU Lisbon Hub to your new Units Hub for your records to be transferred to them.

EXPORT / SELL / SCRAP VEHICLE(S)

Complete an Export or Sell or Scrap form given to you by the HNLO, attach a copy of the Vehicle HN Registration Form (DAV) and return to the HNLO together with the Tax-Free Fuel Cards.

VIA VERDE

If you close your Portuguese bank account before leaving Portugal, you need to cancel your VIA VERDE at least 15 days prior to closing your account. You can cancel VIA VERDE online and return the box(es) through the mail or you can go directly to the VIA VERDE office. If you are keeping your Portuguese bank account open, you can keep your VIA VERDE box(es) until you leave the country and then proceed with the cancellation online and returning them through the mail.



LEAVING YOUR ACCOMMODATION

Contact the DIO Estate Manager to schedule the Pre-March out.

INTERNET / TV / MOBILE

Cancel all internet, TV and mobile contracts with the service provider at least 15 days before the contract expiry date. If you have any doubts, please request assistance from the DIO Estate Manager.

ADVANCE OF PAY

If you wish to apply for Advance of Pay, please submit the application with J1 JNCO.

To recognise the extra initial setting up costs, personnel returning from UK appointments overseas within: UK headquarters and formations; NATO, EU and other International Organisation headquarters; (continuity posts and overseas assignments) of 12 months or more duration, **may receive an advance of up to four months' net pay.**

JSP 754 Chapter 7 Section 5

DISTURBANCE EXPENSES

Claims for Disturbance Expenses may be submitted **45 days prior to the expected move date.**

The appropriate rate of DE and Child Element may be paid in advance of, but not more than 30 days prior to, a qualifying move. Service personnel are to **claim using the JPA on-line self-service system.** DE payments will be made via the Service person's salary. The rate of DE payable will be the rate in force on the date of the qualifying move and can be found in JSP 752.



ADVANCE OF SUBSISTENCE

If you need to leave your accommodation and stay in a hotel before leaving Portugal, you can submit a request in advance of up to 90% of the subsistence cost on JPA.

RELOCATION LEAVE

The NSE will add your relocation leave entitlement on to your JPA account. You should submit your relocation leave on JPA.

STEP 4

LAST WEEK IN OFFICE

DEPARTURE EMAIL

Send an email to the following addresses informing each department of your date of departure:

Head of Location Portugal - GSO-EJSU-Head-NSE@mod.gov.uk

DIO Estate Manager – Maria.Costa100@mod.gov.uk

Host Nation Liaison Officer – maria.maria.botelho100@mod.gov.uk



DEPARTURE CERTIFICATE

Please print the Departure Certificate below. Once it's been signed off by each department, return completed to the J1 JNCO.

HEAD OF LOCATION will sign off that your SJAR/OJAR are completed and submitted, and that you have sent your departure email.

DIO ESTATE MANAGER will sign off that you have returned your accommodation in accordance with DIO standards, handed in a copy of your internet service cancelation and have left no outstanding bills.

BFPO will sign off that you have left a forwarding address.

HOST NATION LIAISON OFFICER will sign off that you have exported, sold or scrapped your vehicle(s), returned your Tax-Free Fuel Card(s), Duty Free Store Privilege Card(s), IO/FM Identity Card(s), Base Access Card(s) and Vehicle Pass(es).



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Departure Check List

| STEP 1 (6 months out) | |
|--|--|
| Apply for transfer of residence | |
| Apply for accommodation | |
| Start process to import/re-import vehicle(s) to UK | |
| Medical – request records | |
| Dental – request records | |
| Notify schools of children departure date (cc HNLO) | |
| Prepare for travel with pets | |
| Apply for National Insurance Credits | |
| STEP 2 (3 months out) | |
| Apply for removals on Agility website | |
| Apply for schools for children | |
| Book travel arrangements with EJSU Travel Cell (flights, ferry, hotel etc) | |
| Read rules on OPVP | |
| Book pre-march out with DIO Estate Manager | |
| Cancel internet, TV, and mobile service with provider | |
| Apply for an Advance of Pay with J1 JNCO | |
| Apply for Disturbance Expenses (<45 days before moving) | |
| Submit relocation leave on JPA | |
| STEP 3 (1 month out) | |
| SJAR/OJAR confirmed by 1RO and submission completed | |
| Amend Split Net Pay and inform J1 JNCO | |
| Change Hub on MyDrive | |
| Export, sell or scrap vehicle(s) | |
| Cancel Via Verde | |
| Leave forwarding address for BFPO with J1 JNCO | |
| Apply for a railcard with J1 JNCO | |
| STEP 4 Last Week | |
| Send departure email | |
| De-register with CEP | |
| Complete departure certificate and return all cards to the NSE | |

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Departure Certificate

| | | | | |
|------------------|---|------------|--|------------|
| Service Number: | Rank: | Name: | | Workplace: |
| | | | | |
| Head of Location | DIO Estate Manager | HNLO | | J1 JNCO |
| Date: | Date: | Date: | | Date: |
| Signature: | Signature: | Signature: | | Signature: |
| | I certify that I have completed all clearances as are required by Portugal, including the de-registration of all vehicles (if applicable) and returned all Duty-Free Fuel Card(s), Duty-Free Store Privilege Card(s), International Organization / Foreign Mission Identity Card(s), Base Access Card(s) and Vehicle Pass(es). All departments have been contacted, cleared any outstanding bills and I have nothing outstanding as per this Departure Certificate. | | | |
| | I understand that Duty Free Fuel bills are raised in arrears and that the NSE will be sending me my bill after my departure. | | | |
| Date: | | Signature: | | |
| | Please comment below on any issues experienced during the departure process either positive or negative as feedback: | | | |
| | | | | |