

Armed Forces Pension Scheme

Early Payment of Preserved Pension (EPPP) and Early Payment of Preserved Pension Increases (EPPI) – Customer Journey

Note: Should customers require assistance at any point during their claim, this may be obtained from Veterans UK Helpline:
UK - 0800 085 3600 or Overseas - +44 141 224 3600 or by email to: DBS-afpsi-authority@mod.gov.uk

1. **Start** - Submit AFPS Form 8 or EPPP/EPPI enquiry to Veterans UK.
2. Veterans UK acknowledge receipt, usually within 5 working days.
3. Veterans UK issue EPPP/EPPI forms to be completed by the customer.
4. Customer returns completed EPPP/EPPI forms to Veterans UK.
5. Veterans UK issue letter and additional forms to the customer's General Practitioner.

Note: Customers should expect to know the outcome of the decision, in writing, within 3 months of Veterans UK receiving the claim. If, for any reason, Veterans UK cannot meet this timescale, they will write to the customer explaining the reason and the date they expect to make a final determination.

6. On receipt of completed forms from the General Practitioner, the claim will be assigned to a Caseworker.
7. Caseworker will review the claim to make sure there is sufficient medical evidence to reach a decision.
8. Caseworker will contact the customer if further medical evidence is required.
9. Caseworker will contact 3rd parties for further medical evidence (if required). Holding responses will be issued to the customer every 4 weeks until the claim has been completed.

10. Caseworker will consider the claim to determine whether the criteria for EPPP/EPPI is met.
11. Caseworker may refer the claim to a Medical Advisor.
12. Caseworker will then refer the claim to a Senior Caseworker.
13. Senior Caseworker will review the case to determine whether the criteria for EPPP/EPPI is met.

14. Veterans UK will write to the customer with the outcome of their claim and provide further details regarding the decision.
15. If the customer disagrees with the decision, they can appeal this under the Internal Dispute Resolution Procedure (IDRP) – **End of Process**.