



Ministry
of Defence

Ex-Gratia Medical Payments Review (EGMP)

Version 1.0

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Definitions

Applicant: An individual who has submitted an Ex-Gratia Medical Payment Review claim for consideration under the EGMP Review Scheme.

Application: The complete submission made by an applicant, including the EGMP Review Form and all documents required for the claim to be considered valid.

Balance of Probabilities: The civil standard of proof. An applicant will satisfy a requirement where it is more likely than not that the relevant facts are true.

Caseworker: A member of the Defence Afghan Relocation & Resettlement (DARR) team responsible for assessing validity, eligibility, and appeals under the EGMP Review Scheme.

DARR: Defence Afghan Relocation & Resettlement, the Ministry of Defence team responsible for administering the EGMP Review Scheme.

EGMP: Ex-Gratia Medical Payment, a scheme that operated between 2001 and 2021 to provide payments to eligible Locally Employed Civilians who suffered injuries during MOD employment in support of UK Government operations in Afghanistan.

EGMP Review: The review process introduced in June 2020 to consider deterioration of an existing injury or the emergence of a new condition arising from the original injury.

Eligibility Criteria: The published conditions that must all be satisfied before an applicant can be considered eligible for an EGMP Review.

Initial Award: The original payment made under the EGMP scheme following assessment of an eligible injury.

Locally Employed Civilian (LEC): An individual employed locally in Afghanistan who supported UK Government operations and was eligible to apply under the original EGMP scheme.

Panel: The decision-making body responsible for considering eligible cases and determining any award amount in accordance with EGMP policy.

Request for Information (RFI): A request issued by the Ministry of Defence seeking information or documentation required to establish the validity of an application.

Valid Claim: An application submitted before 23 July 2026 containing a completed EGMP Form, and either a Passport or Driving Licence, and a utility bill showing your current address that is not 3 months old.

Invalid Claim: An application that fails to meet the requirements for validity, including applications submitted after 23 July 2026 or applications missing required documents.

Appeal: The internal review process available to applicants who have received an EGMP Review decision and wish to challenge that decision within the permitted timeframe.

Sufficient Evidence: Evidence which, when considered on the balance of probabilities, demonstrates that the relevant eligibility criterion is met.

Recorded by the Department at the time: Evidence held by the Ministry of Defence, or documentation contemporaneously created and provided to the Ministry of Defence, demonstrating that the injury was reported during the applicant's qualifying employment or within a reasonable period thereafter.

Purpose of the 2026 EGMP Policy Document

1. This 2026 EGMP Policy document sets out the policy framework for decision-making and deciding compensation awards under the 2020 Ex Gratia Medical Payment Review (EGMP). All Defence Afghan Relocation & Resettlement (DARR) /Ministry of Defence (MOD) decisions relating to these cases will be made in line with this policy and the EGMP Standard Operating Procedure (SOP) documents.

Background

2. The EGMP scheme operated between 2001-2021 to grant payments to eligible Locally Employed Civilians (LECs) who suffered injuries during their MOD employment in support of Her Majesty Government (HMG) operations in Afghanistan.
3. The scheme/policy did not accept HMG's liability for those injuries but allowed applicants to receive the medical support payment.
4. The EGMP Review scheme was developed and operated by Permanent Joint Head Quarters (PJHQ). Between December 2021 - January 2022, PJHQ handed over the management of EGMP Review to DARR.

EGMP Review Scheme

5. In June 2020, the EGMP Review process was initiated solely based on deteriorating medical conditions, or the emergence of a new condition arising from the original injury.
6. The EGMP Review guidance was first published in June 2020 (see [Ex-Gratia Medical Payments reviews](#) - GOV.UK). It makes clear that to be eligible for a review under this updated policy guidance an applicant must satisfy all of the following criteria:
 - a. MOD must have record of their initial injury at the time.
 - b. The LEC must have been awarded an initial payment under the original EGMP.
 - c. **Exception:** For individuals who submitted an EGMP Review application before 23 April 2026¹, consideration may also be given to cases where eligibility for the original EGMP was previously assessed but no payment was awarded, provided there is sufficient supporting evidence to demonstrate this.

¹ 23 April 2026 was the date the scheme closure was announced. The scheme closed to applications and supporting evidence on 23 July 2026.

7. The information on gov.uk linked to above, about Ex Gratia Medical Payments Reviews, made clear what was necessary for a valid claim and that is summarised in section 4 below. However, no decisions on valid claims in relation to eligibility or level of any compensation payment were made prior to the publication of this policy document. Following the closure of the scheme on 23 July 2026, DARR started taking decisions on validity of the claims submitted.

Assessment of Applications Validity

8. Since the launch of the scheme in June 2020, published guidance has clearly specified the documents and information applicants must submit to the designated mailbox for a claim to be deemed valid.
9. As per gov.uk website:

Making a claim

Claims must be submitted before 23 July 2026 using the Ex-Gratia Medical Review Claim Form above to DARR-Medical-Casework@mod.gov.uk, with photocopies of two forms of identification: either your passport or driving licence, and a utility bill showing your current address that is not more than 3 months old.

10. For a valid claim, applicants were required to submit the following documents before 23 July 2026;
- A completed EGMP Form, either PJHQ or MOD version were accepted,
AND
 - A copy of their passport or driving licence,
AND
 - A copy of their utility bill showing their current address that is not more than 3 months old.
11. In July 2026 Request for Information (RFIs) were issued where an applicant had submitted an EGMP Form but had not provided the required identification documentation. The RFI informed applicants that failure to provide the requested identification documents (a passport or driving licence and a utility bill that is not more than 3 months old) would result in their claim being deemed invalid.
12. The table below summarises, based on the information set out on gov.uk, what constitutes a valid and invalid EGMP Review claim:

Valid Claim	Invalid Claim
Submission before 23 July 2026 of an EGMP Form and either a Passport or Driving Licence, and a utility bill showing your current address that is not 3 months old.	- Submission on or after 23 July 2026 of an EGMP form and/or any of the required identification documents. - Submission of an EGMP form only. - Email request for an EGMP review only.

	• Submission of an EGMP form and a utility bill older than 3 months. • Submission of an EGMP form and a passport. • Submission of a passport and a utility bill issued within the last 3 months, without an EGMP form. • Submission of a passport and a utility bill older than three months, without an EGMP form.
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Eligibility Criteria

13. All valid claims submitted to either DARR-Medical-Casework@mod.gov.uk or, previously, LocalStaff-Afghanistan@mod.gov.uk, will be considered and assessed against the published Eligibility Criteria. The LocalStaff-Afghanistan@mod.gov.uk is no longer in operation, any correspondence related to EGMP Review should be sent to DARR-Medical-Casework@mod.gov.uk.

14. As per the gov.uk webpage:

*To be eligible for the EGMP Review, the applicant must satisfy **all** of the following criteria:*

1. The injury must have occurred during MOD employment and have been recorded by the Department at the time;

AND

2. There must be sufficient evidence that the condition has deteriorated beyond what was assessed as the projected recovery at the time, or that a new condition has arisen as a result of the original injury;

- For EGMP Review applications received prior to 23 April 2026, these must have been reported to us within 3 years of formal diagnosis of the deterioration or new condition (as opposed to 3 years of the date of initial award payment for applications submitted on or after 23 April 2026). Consideration will also be given to cases where eligibility to the EGMP was previously considered but a payment was not awarded, where evidence supports this;*

- For EGMP Review applications received after 23 April 2026 these must have been reported to us within 3 years of the initial EGMP award unless the condition could clearly not have been known to the individual within that timescale;*

AND

3. The deterioration or new condition must be a significant permanent physical or mental impairment or disability, including any serious scarring or disfigurement.

15. Due to the use of "and" within the policy criteria, eligibility for an EGMP Review will be assessed sequentially. Accordingly, where an applicant fails to meet an initial eligibility criteria point, they will be deemed ineligible for an EGMP Review and no further eligibility criteria will be assessed.
16. In all cases, the applicant is responsible for demonstrating, to the balance of probabilities, that they meet the relevant eligibility criteria.
17. The MOD will undertake appropriate due diligence checks, including verification of employment records, injury records, and any other relevant documentation relating to the individual. However, responsibility remains with the applicant to provide sufficient evidence to substantiate their claimed deterioration and current medical circumstances.

Panels

18. Once an applicant has been assessed as meeting the eligibility criteria set out above to have their EGMP Review considered, the case will be referred to a Panel for consideration.
19. The Panel will consider the applicant's file, together with all relevant evidence relating to the eligibility criteria against which the application has been assessed and determine whether an award should be made. Where the Panel decides that an award is appropriate, it will determine the award amount in accordance with this policy.

Calculation of Deterioration

20. The methodology for calculating award amounts is currently under review and will be published in a revision of this policy guidance ahead of the commencement of substantive panel decisions.

Receiving Payment

21. Once the Panel has convened and reached a decision on the monetary award payable to the EGMP Review applicant, applying the award calculation methodology to be published in a future revision of this policy guidance, DARR will issue an electronic **Panel Decision Notification Letter** to the applicant from the [DARR-Medical-Casework@mod.gov.uk mailbox](mailto:DARR-Medical-Casework@mod.gov.uk).
22. If the applicant accepts the award, they must confirm their acceptance in writing. Upon receipt of the acceptance, DARR will issue an electronic **Award Acceptance and Payment Request Letter**. This letter will include instructions for the applicant to submit the following documents via an Egress link:
 - A dated and signed **Part A: Full and Final Settlement Agreement**.

- A dated and signed **Part B: Bank Details Form**.
 - A bank statement for the account into which the award is to be paid, dated within the previous 3 months.
23. The Full and Final Settlement Agreement confirms that any payment awarded to the applicant is made on a full and final settlement basis, without prejudice. By signing the agreement, the applicant confirms that they understand and accept these terms.
 24. Upon receipt and verification of the required documentation listed above, the caseworker will provide the DARR Finance Team with:
 - The approved monetary award amount; and
 - The applicant's verified bank details.
 25. The relevant DARR Team will then arrange payment of the award through Defence Business Service (DBS).
 26. Once confirmation of payment has been received from DBS in the form of a remittance advice, DARR will issue an electronic **Payment Confirmation Letter** to the applicant, confirming that payment has been made.

Appeals

27. The internal review process (referred to as "Appeal") is detailed on gov.uk as follows:

In the event you are not satisfied with the outcome of your application to the EGMP Review, you can appeal the decision within 28 days of being sent the outcome letter. You can appeal the review decision by contacting DARR-Medical-Casework@mod.gov.uk and setting out why you are not satisfied with the outcome and why you consider this should be looked at again.

Eligibility to Appeal

28. Individuals who did **not** submit a valid application before the closure of the scheme, 23 July 2026, are not eligible to submit an appeal, as a substantive decision was not taken.
29. Applicants who have submitted a valid claim and received an EGMP Review decision letter may submit one appeal against that decision, including where they have been found ineligible under any element of the eligibility criteria. Further appeals will not be accepted.
30. Applicants are entitled to submit one appeal against their EGMP Review decision, which must include all injuries and conditions they wish to have reconsidered, as separate or subsequent appeals relating to individual injuries or conditions will not be accepted.

Submission of Appeals

31. An Appeal must be submitted within 28 days of the date of the decision letter. This will then initiate the appeal timescale.

32. The applicant must email DARR-Medical-Casework@mod.gov.uk with:

- A completed DARR EGMP Appeal Form from the gov.uk webpage:

This will set out:

- A clear explanation of why they believe the decision is incorrect; and
- The grounds on which they are requesting the decision be reconsidered.

33. An appeal which is not submitted on the form referred to above and emailed to the address set out above, will not be considered. Further, an appeal that contains no rationale or supporting evidence will be rejected without further consideration.

Consideration of Appeals

34. An Appeal will be considered by a caseworker who was not involved in the original decision wherever reasonably practicable.

35. The appeal will consider:

- Whether the eligibility criteria and policy in place at the time were applied correctly; and
- Whether all relevant evidence available to the caseworker at the time was appropriately considered.

36. The Ministry of Defence will not request further information from the applicant at the appeal stage.

37. Only documentation submitted **on or before 23 July 2026** will be considered as part of the appeal process.

38. The MOD will not consider evidence or documentation that became available after the closure of the scheme, as such information was not available to the original decision maker at the time the decision was made.

39. The purpose of the appeal process is to determine whether the original decision was made correctly, fairly, and in accordance with the policy and the evidence available at the time. It is not an opportunity to submit new evidence that was not available before the scheme closed.

Appeal Outcomes

40. Following consideration of an appeal, the decision maker may:

A. Uphold the original decision

41. The original decision may be upheld where the decision maker considers that the eligibility criteria and policy in place at the time were applied correctly; and all relevant evidence available to the caseworker at the time was appropriately considered.

42. If an appeal is rejected due to not being submitted in line with the requirements, as set out above, the original decision will remain in place, and no further appeals will be accepted.

43. Where, following reassessment, the applicant is found not to meet any remaining eligibility criterion, the application will be rejected. Such a decision will not attract a further right of appeal.

B. Overturn the original eligibility decision

44. Where an appeal demonstrates that an eligibility criteria was incorrectly applied, the decision maker may overturn the original decision in relation to that specific eligibility criteria.
45. Where this occurs, the application will proceed to assessment against any remaining eligibility criteria that have not yet been considered. The overturning of an eligibility decision in relation to one criterion does not, in itself, mean that the applicant is eligible for an EGMP Review.
46. An applicant must satisfy all eligibility criteria set out in this policy before their application can be referred for Panel consideration. Where, following reassessment, all eligibility criteria are met, the application will be referred to the Panel for consideration.

C. Reconsideration of award decisions

47. Where an appeal relates solely to the level of award made, or to a decision not to make an award, the case will be referred to the panel and medical expert for consideration. This can be conducted via write around.

Finality of Decision

48. Applicants who submitted a valid EGMP Review claim are entitled to one appeal only. The appeal decision is final and there is no further internal right of review or appeal under the EGMP Review process.
49. Where an application includes multiple injuries, the applicant may appeal any element of the decision with which they disagree. Acceptance of an award relating to one injury does not prevent the applicant from appealing the decision relating to another injury. However, applicants may not submit multiple appeals in respect of the same application.