Help using this Veterans UK PDF form

About this form

- **You must download and save this form to your computer before using it**
- You can save data typed into this PDF form if you use the latest version of **Adobe Acrobat Reader**
- To download the latest version of Adobe Acrobat Reader free of charge go to the Adobe website
- This means that you do not have to complete this form in one session

Helpful information for using this form

- Save the form to your computer
- After completion print the form
- Sign the form in black pen
- Post the form using the address given

The form will not save in

- older versions of Adobe Acrobat Reader
- other pdf readers, for example Preview or Foxit on a PC

We have been made aware of issues when using Apple products such as Iphones and Ipads to complete this form.
You may be unable to save or re-open it due to updates to Apple products since this form was created.
Work is being undertaken to transform our forms and systems but until this is complete, we ask that you find an alternative device, if possible, or print the form and complete it by hand.

PLEASE NOTE YOU MUST SIGN THIS FORM USING A BLACK PEN.

WE CANNOT ACCEPT THIS FORM BY EMAIL

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Ministry of Defence

Veterans UK
Tomlinson House
Norcross
Thornton-Cleveleys
FY5 3WP

Freephone: 0808 1914 2 18
Overseas: +44 1253 866043
Email: Veterans-UK@mod.gov.uk

Overseas Bank Details

Important information for customers living in the European Union (EU) or European Economic Area (EEA)

From **1 January 2021**, you may no longer be able to use a British bank account for your War Pension Scheme, Armed Forces Compensation Scheme or Armed Forces Pension Scheme payments.

This is because the passporting arrangements between the British and EEA banks are set to end on 31 December unless a new agreement is reached with the EU. Passporting allows banks to provide services to customers in other states in the EEA without having any direct authorisation in those states. After the end of this year each UK bank will need to have a separate authorisation in every EEA country in which it operates.

Some banks have decided to close accounts in countries where they no longer wish to operate regardless of whether the UK reaches a deal with the EU, if your bank has taken this decision they should have contacted you already. If you haven't already taken action, you need to make new arrangements now to enable us to continue to pay you.

What you need to do

If your British bank has contacted you to say they are closing your account, we need you to open a bank account that will allow us to pay you. Once you have your new account details, you can either ring our Helpline or complete this form to change your bank details. You will need to post it to us as the address shown below. Please note that we cannot accept changes to your personal information, including bank details, by email. You must complete this form before signing and dating the enclosed declaration.

Please send your completed form to:

Veterans UK
Tomlinson House
Thornton Cleveleys
Lancashire
United Kingdom
FY5 3WP

How the MOD collects and uses personal information

The Ministry of Defence (MOD) is committed to protecting the privacy and security of your personal data and the MOD Privacy notice explains your rights and provides information that you are entitled to under UK data protection legislation. It is important that you read this notice, together with any other privacy notice that may be provided when we collect or process personal information about you so that you are aware of how and why we are using such information. The MOD Personal information charter contains the standards you can expect when we ask for, hold, or share your personal information and your rights under the law.

Part 1. About you

Title - for example: Mr, Mrs, Miss, Ms	
Surname	
All other names in full	
National Insurance Number	
Member Number - Armed Forces Compensation Scheme only	
Service number	
Address	
Daytime phone number - please include the area code	
Mobile number - if different to the number above	

Please continue on the following page

Part 2. Bank Account Details

Please tell us your account details below. It is very important you complete ALL the boxes correctly. If you tell us the wrong account details your payment may be delayed, or you may lose money.

You cannot use a Sterling account.

We need:

- **The full name and address of the account holder**
- **The full name and address of your account branch**
- **The type of account you would like to use** (for example, savings or checking)
- **The full International Bank Account Number (IBAN). If available**
- **The Bank Identifier Code (BIC)**
- **Tax Payer ID. Spain only**
- **A blank voided cheque, if you have one.** We will only use your cheque to identify any additional payment information.

You can find the account details on the cheque book, bank card, passbook, or statements. If you are not sure about the details, ask the Bank, or other account provider.

Account holder
Please write the name of the account holder exactly as it is shown on the cheque book, bank card or statement

Full address of account holder

Account provider
Full name and address of Bank or account provider (this cannot be a PO Box address)

Please continue on the following page

Account type
For example, a savings or checking account

Account number
Your overseas bank account number could contain letters or numbers in some cases up to 18 characters long. Please print it here

Sort or BSB code
Your overseas bank sort code could contain letters or numbers, in some cases up to 10 characters long. Please print it here e.g. 12345678AB

International Bank Account Number (IBAN). If available

Swift/Bank Identifier Code (BIC)

Tax Payer ID. Spain only

Part 3. Declaration

I confirm the information I have given is accurate and complete to the best of my knowledge and belief.

I understand that the information and personal data I have provided on this form, and any information and personal data I provide subsequently may be:

- Used by the MOD in connection with my claim, or any subsequent reconsideration, review or appeal, under the Armed Forces Compensation Scheme (AFCS) or the Service Pensions Order (SPO) or any other schemes administered by Veterans UK.
- Passed to any organisation contracted to provide medical services to the MOD and any qualified medical practitioner asked by the MOD to provide specialist advice
- Passed to the DWP.
- Used by the MOD and its agents in connection with all matters relating to this or future claims, or any subsequent reconsideration, review or appeal, under the AFCS or the SPO or other schemes administered by Veterans UK, and other claims against the MOD, and by other Government Departments, which have a legitimate interest in this information, for example, for the prevention and detection of crime.

I understand that

- I must immediately tell the MOD of anything that may affect my entitlement to, or the amount of, an award under the AFCS, a war pension, a supplementary allowance or any survivors' benefits paid under the SPO, or an award paid under any other scheme administered by Veterans UK, including any changes of address.
- **If I knowingly give false information, I may be liable to prosecution.**

In order to process your application

- The MOD and,
- any doctor advising the MOD and,
- any organisation contracted to provide medical services to the MOD and any doctor providing services to that organisation

maybe required to contact

- any doctor who has provided treatment and,
- any hospital or similar place and,
- anyone else who has provided investigation or treatment (such as a physiotherapist)

for copies of all medical records (including those in sealed envelopes) and any other information required to consider my claim, or any subsequent reconsideration, review or appeal, under the AFCS or the SPO or any other schemes administered by Veterans UK.

And that the MOD may

- Disclose medical records, and any information about my claim, or any subsequent reconsideration, review or appeal, under the AFCS or the SPO or any other schemes administered by Veterans UK, to any organisation contracted to provide medical services to the MOD and any qualified medical practitioner or consultant asked by the MOD to provide specialist advice. I also agree that the MOD may send copies of medical information obtained for the purposes of my claim, or any subsequent reconsideration, review or appeal, under the AFCS or the SPO or any other schemes administered by Veterans UK to my General Practitioner. I understand that the information will be retained by the MOD, either as a written record, or on a secure database, and may be used in future if it is necessary to reconsider or review my claim and any award made.

I agree

- To repay any sum paid as a result of this claim in the event that an overpayment is made for any reason.

Please remember you must sign this form yourself if you can – even if someone else has filled it in for you. If a representative who acts as power of attorney or appointee for the claimant is signing this form, they must enclose evidence to show that they are the legal representative.

Signature

Please sign the form here in pen after printing

Name

Date