

## **Factsheet 15. Medals.**

Medals for past service are still available free of charge by applying to the appropriate Medal Office, if the recipient or legal next of kin has not previously applied for them. Although serving Service personnel will have received, and continue to receive, medals through their Chain of Command, as a general rule, most medals issued to those who served during the Second World War and in the Post-War years had to apply for them, if they had left the Armed Forces before the medals were available for issue. This contrasts with the situation after the First World War when the majority of campaign medals were issued automatically to the recipient or next of kin, even after demobilisation. Even today, more than sixty years after the end of the Second World War, many people have not claimed their wartime campaign medals.

Medals can be issued to the legal next of kin of deceased ex-Servicemen or women but proof of kinship will be required

Once medals are issued the recipient is wholly responsible for them. The Ministry of Defence is under no obligation to replace medals if they are lost, but they will be replaced, under certain circumstances, if they are stolen or accidentally destroyed, for example in a house fire. In these cases, the MoD may replace medals if contemporary proof of loss is provided in the form of a Police Report or insurance claim. An administrative charge is made to cover the cost of the medals and staff costs. For those who have lost their medals in circumstances other than this, it is recommended you approach a reputable medal dealer to obtain replacements (look in yellow pages). To claim medals, replace stolen/destroyed medals or find out if an individual is entitled to a medal, please write to one of the medal offices listed below:

The following information (or as much as possible) will be required:

Service number, Regiment/Corps (Army/RM), Branch/Trade (RAF and RN), full name, date of birth, rank and date of discharge, current postal address, including Post Code and telephone number.

<b>Army, Royal Navy/Marines, Royal Air Force</b>	<b>Merchant Navy</b>
<p><b>Service Personnel and Veterans Agency (SPVA)</b> (Joint Personnel Administration Centre) MOD Medal Office Building 250 RAF Innsworth Gloucester GL3 1HW</p>	<p>Maritime and Coastguard Agency Registry of Shipping and Seaman Historical Desk PO Box 165 Cardiff CF14 5FU</p>

**For further information please contact Service Personnel and Veterans Agency:  
Free Veterans Helpline 0800 169 2277  
Textphone 0800 169 3458  
Telephone Number (Overseas) +44 1253 866043  
Website [www.veterans-uk.info](http://www.veterans-uk.info)**

All information about medals issued to First World War veterans is held at the National Archives (formerly the Public Records office). Their website can be found at [www.nationalarchives.gov.uk](http://www.nationalarchives.gov.uk) and their telephone number is 020 8876 3444.

Contact the Ministry of Defence Medal Office at the following address:

Service Personnel and Veterans Agency  
Building 250  
RAF Innsworth  
Gloucester  
GL3 1HW

Email: [JPAC@afpaa.mod.uk](mailto:JPAC@afpaa.mod.uk)  
Fax 0141 224 3586  
Free Phone: 0800 085 3600

For information on medals, order-of-wear or any other queries please contact the Free Veterans Helpline on **0800 169 2277**.

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