



**Notes for people
getting a War Pension
living overseas**

About this leaflet

We have sent you a letter with this leaflet. The letter tells you about the decision we have made on your claim for a War Disablement Pension, War Widow's or War Widower's Pension or a War Pension Allowance.

Pages 4 to 12 tell you what changes you should tell us about.

Page 13 tells you about payment changes.

Pages 14 to 25 explain about allowances you may be entitled to. **Includes important information about time limits.**

Pages 26 to 30 tell you what to do if you disagree with our decision.

Pages 31 to 33 explain about other help you may be entitled to.

Pages 34 to 47 explains where to get help and advice.

Page 48 explains about 'open government'.

Information in this leaflet about allowances, reviews and appeals relates to decisions made on or after 7 April 2008.

The War Pensions Scheme is run by Service Personnel and Veterans Agency, an executive agency of the Ministry of Defence. This leaflet gives you general guidance, but it is not a definitive (full) statement of the law. Please remember that the law may change from time to time. This may affect your rights, including whether you are likely to get a war pension, how much you will get, and when you are likely to get it.

If you need more advice about anything to do with war pensions, call **Veterans Helpline** on **+44 1 253 866043**.

For more information on our helpline and other ways to contact us please go to page 34.

Changes you must tell us about

Some changes can affect pension payments, several examples are described in this leaflet. If your circumstances change and you are not sure whether it will affect your pension please get in touch with us to find out. If you don't tell us as soon as possible that your circumstances have changed and you are overpaid you will be expected to refund the amount overpaid.

If you act on behalf of someone else please tell us straight away if their circumstances change.

Change of address

Please tell us straight away if you change your address. Your payments may be suspended and then cancelled if we cannot contact you because you have moved and we do not have your new address.

Failure to comply with a request for information

You War Pension and any Supplementary Allowances in payment may be suspended and eventually cancelled if you fail to provide information or do not attend a medical board in connection with any review of your War Pension/ Supplementary Allowance.

Change of payment details

If you change your account please write and tell us as soon as possible. We can then make sure your payment is sent to your new account.

Returning to the United Kingdom

Please tell us if you decide to return to the United Kingdom to live.

Imprisonment

A War Pension is not normally payable if the pensioner is convicted of an offence and sentenced to serve a term of imprisonment. Please tell us straight away if this happens. The pension is normally stopped during imprisonment but some may be paid to the dependant if the Secretary of State thinks they will suffer hardship. Pension is normally restored on release.

When a War Pensioner dies

Payment of War Pension stops on the pensioner's death. We need to know immediately to avoid any overpayment.

Help with Funeral costs - you may wish to tell your next of kin about his.

We may pay funeral expenses towards the cost of a simple funeral up to a maximum of £1400;

- if death was due to service
- where Constant Attendance Allowance was in payment, or would have been in payment had the War Pensioner not been in hospital at the time of death
- where Unemployability Supplement was in payment at the time of death and the War Pension was being paid at 80% or more.

Changes you must tell us about

- where death occurred whilst in hospital having treatment for a condition for which they receive an award of War Disablement pension.

A claim for funeral expenses should be made within 3 months of the date of the funeral.

War Pension Constant Attendance Allowance

If you get this allowance you must tell us straight away if you;

- go into a hospital, care home or similar accommodation run by the NHS or Local Authority
- start to get Attendance Allowance
- start to get the care component of Disability Living Allowance
- receive free personal care payments

Unemployability Supplement

If you get this allowance, you must tell us straight away if you:

- start work
- start getting another benefit, pension or allowance from the department for Work and Pensions, any other Government Department or the Training Agency
- start a course of vocational training run by the Training Agency (UK only).

Unemployability Supplement - Allowance for wife/husband or other adult dependant

If you get this allowance for your partner or other adult dependant, you must tell us straight away if they;

- start work or get an increase in earnings
- start getting another benefit, pension or allowance from the Department for Work and Pensions, any other Government Department or the Training Agency
- start a course of vocational training run by the Training Agency (UK only)
- stop living with you, divorce or die.

Unemployability Supplement - Allowance for children

This allowance normally stops at age 16 but may be paid beyond this age if the child is still going to school, college or university full-time. (If you want to apply for this allowance to carry on after your child is 16 please contact us for a claim form.)

If you get this allowance you must tell us straight away if your child;

start a permanent job or paid training

- claims Income Support
- claims Employment and Support Allowance
- gets married

Changes you must tell us about

- is 16 or over and leaves school, college or university before the end of the term; or the course of study ends,
- is 16 or over and changes school college or university
- does not go to school, college or university full-time for 3 months because of illness
- stops living with you for some reason
- dies

Allowance for Lowered Standard of Occupation

If you get this allowance you must tell us straight away if you:

- change or leave your job
- start to do a different job for the same employer
- were not working regular overtime or getting bonuses when you applied for this allowance but start to do so
- have a change of income in your regular employment, because of a promotion or change of contract for example (you do not need to tell us about an annual pay rise)
- were unemployed and you start work
- start to get Disabled Person's Tax Credit

Severe Disablement Occupational Allowance

If you get this allowance you must tell us straight away if you:

- go into a hospital, care home or similar accommodation run by the NHS or Local Authority
- stop work for any reason apart from normal holidays
- become entitled to -
 - Incapacity Benefit
 - Retirement Pension
 - Severe Disablement Allowance
 - Carer's Allowance
 - Employment and Support Allowance
- get Statutory Sick Pay for more than 4 weeks
- change jobs or hours worked

War Pensioners Mobility Supplement

If you get this allowance with your War Pension, you must tell us if you start to get the mobility component of Disability Living Allowance.

Changes to your health

If you have treatment for your accepted condition, which causes an improvement or deterioration, please tell us.

Other compensation for your disablement

You should let us know if you receive compensation from any other source for the same disablement for which you are getting a War Pension. For example, from the Industrial Injuries Disablement Benefit Scheme, the Ministry of Defence (as your employer), or any third party who cause your injuries or disablement.

If you remarry, form a civil partnership or start living with a partner as husband and wife

If you are a War Widow or War Widower whose spouse or civil partner dies or left service before 31 March 1973, you can keep your pension if you marry, form a civil partnership or start living with a partner on or after 6 April 2005. If you married, started living together or entered into a legally recognised relationship before this date, or your late spouse or civil partner was discharged on or after 31 March 1973, your pension will stop from the date you marry, form a civil partnership or begin living together.

You may be able to reclaim your pension if your new spouse or civil partner dies, or you divorce, or dissolve your civil partnership or stop living together. We may be able to continue paying allowances for your children, even if you remarry, form a civil partnership or begin living with a partner.

Child Allowance paid with War Widows / Widowers Pension

This allowance normally stops at age 16 but may be paid beyond this time if the child is still going to school, college or university full-time. (If you want to apply for this allowance to carry on after your child is 16 please contact us for a claim form.)

If you get this allowance you must tell us straight away if your child;

- starts a permanent job or paid training
- claims Income Support
- claims Employment and Support Allowance
- gets married
- is 16 or over and leaves school, college or university before the end of the term: or the course of study ends
- is 16 or over and changes school, college or university
- does not go to school, college or university full-time for 3 months because of illness
- stops living with you for some reason
- dies.

Rent Allowance

We can pay a Rent Allowance only if you are getting a child allowance with a War Widow's/ Widower's Pension. If you are entitled to a child allowance Rent Allowance will be paid for as long as you are eligible and will continue to be paid for 26 weeks after the child allowance stops. You must tell us straight away if:

- there is a change in the money you pay in rent, mortgage or Council Tax
- there is a change in the money you get from anyone living with you, for example children, boarders or sub-tenants
- the child for whom you get an allowance:
 - stops living with you for any reason
 - gets married or
 - dies

Other benefits

If you are getting income-related benefit such as Income Support, Pension Credit, Working Families Tax Credit or Employment and Support Allowance you must tell your Jobcentre Plus or Social Security office about your War Pension.

About payment changes

Increases in war pensions

War Pensions normally go up every April. We use the UK retail price index to work out how much they should go up by. We will write to you and tell you when the amount we pay you is going to change.

Exchange rates

We cannot pay you extra if changes in the exchange rates affect the way your war pension is converted from sterling into your local currency.

War Widows or War Widowers - late husband, wife or civil partner discharged on or after 31 March 1973 (other ranks) and 1 April 1973 (officers).

If you receive a War Widow's or Widower's Pension you may be entitled to the Attributable Armed Forces Family Pension (AAFFP), paid by SPVA Glasgow. To qualify, your late husband or wife must have been discharged on or after 31 March 1973 for other ranks or 1 April 1973 for officers.

You do not need to make a claim as we will automatically consider whether you are entitled to this additional payment.

If you have any questions about awards or payments of AAFFP. You will be told automatically if you are awarded an AAFFP you should contact the Glasgow Office.

Other allowances you may be entitled to

If you get a war pension, you may also be entitled to extra allowances. If you think you qualify for any of these allowances, please tell us straight away. Some allowances affect other benefits you may get.

Age Allowance

You can have Age Allowance if you are 65 or over and you get a war pension at 40% or more. The amount you will receive depends on how disabled you are.

You can have this allowance even if you are in hospital.

Allowance for Lowered Standard of Occupation

To qualify for this allowance:

- your disablement must make you permanently unable to do your regular occupation or work of a similar standard that is suitable in your case;
- you must be getting a war pension at the 40% rate or higher; **and**
- you must be under 65 when you make your claim.

This allowance and your basic war pension cannot add up to more than 100% of the war pension rate.

You are not entitled to this allowance if you receive Unemployability Supplement or Treatment Allowance.

Unemployability Supplement

To qualify for an Unemployability Supplement:

- you must be getting a war pension at the 60% rate or higher; **and**
- you must be under 65 when you make your claim; **and**
- your accepted condition must be so serious that you cannot work.

You must tell us if you start work for an employer or you become self-employed.

You may also be entitled to extra allowances for the following people:

- your wife, husband or civil partner - The amount of money you will receive for them depends on how much they earn and any other benefits they are getting.

Leaflet-9 Rates of War Pensions and allowances tells you how much they can earn.

- your children - We may pay an allowance on top of any Child Benefit you already get for them. This allowance usually stops at age 16. However, it may be paid over this age if the child is still going to school, college or university full time. If you want to apply for the allowance after your child is 16, please write to us.
- an adult dependant - This does not apply if you receive an allowance for your wife, husband or civil partner.

☐ Other allowances you may be entitled to

You may also be entitled to War Pensions Invalidation Allowance if:

- you have not reached age 60; **and**
- you get Unemployability Supplement.

You may not be entitled to Unemployability Supplement if you are on an employment training course.

If you are entitled to an Unemployability Supplement, you will not be able to receive:

- some other benefits; **and**
- the State Retirement Pension, although you will be able to receive any graduated pension or additional pension you are entitled to for contributions that you have paid.

If you live outside the United Kingdom, we may have to adjust the Unemployability Supplement to allow for benefits that you receive from the country you live in.

War Pensions Constant Attendance Allowance

You may be entitled to War Pensions Constant Attendance Allowance if:

- you need personal help because of the conditions we pay you a war pension for; **and**
- you receive a basic War Disablement Pension at the 80% rate or higher.

There are four different rates of the allowance. The more looking after you need, the more allowance you will get. You can have this allowance even if you do not have somebody looking after you.

If you suffer from an illness that is likely to limit your life to six months or less, you may be entitled to this allowance at the highest rate.

You can only have this allowance for personal help, not domestic help. We cannot normally pay you if you are in a NHS hospital, a NHS Trust hospital or a local authority home for more than four weeks.

You can claim this allowance even if you already get Attendance Allowance or the care component of Disability Living Allowance, but you will not get both allowances.

Exceptionally Severe Disablement Allowance

You can have this allowance if you are getting War Pensions Constant Attendance Allowance at one of the two highest rates. You can have this allowance even if you are in hospital.

Severe Disablement Occupational Allowance

You may be entitled to this allowance if you are getting War Pensions Constant Attendance Allowance at one of the two highest rates and you have a job.

You cannot have this allowance with Unemployability Supplement and some other benefits.

This allowance may be affected if you stay in a hospital or a care home.

Comforts Allowance

You are entitled to this allowance if you are getting War Pensions Constant Attendance Allowance or Unemployability Supplement.

You can have this allowance even if you are in hospital.

There are two rates of this allowance. You can have the higher rate if you are getting:

- War Pensions Constant Attendance Allowance **and** Unemployability Supplement; **or**
- War Pensions Constant Attendance Allowance at one of the three highest rates **and** a war pension at the 100% rate.

You can have the lower rate of Comfort Allowance if you get War Pensions Constant Attendance Allowance at the lowest part-day rate **or** Unemployability Supplement.

War Pensioners' Mobility Supplement

War Pensioners' Mobility Supplement is to help you with the extra cost of getting about. You may be entitled to it if you get a war pension at 40% or more and you are unable or almost unable to walk because of your accepted conditions.

To get the supplement:

- you must have had both legs amputated through or above your ankles; **or**
- the conditions that you get a pension for must be the main reason you cannot walk (or why walking is so difficult) and this condition must be likely to last for six months or more; **or**
- the conditions that you get a pension for must be the main reason the effort of trying to walk could be a risk to your life or seriously damage your health; **or**
- the conditions that you get a pension for must be blindness assessed at 90% or more **and** deafness assessed at 80% or more. This must mean that you cannot walk outside without another person helping you.

We will look at how well you can walk using aids like a walking stick or an artificial limb. We will also look at the way you walk and how far and how long you can walk before you feel uncomfortable.

You can have this allowance even if you are in hospital.

If you get the mobility component of Disability Living Allowance, you can still claim the War Pensioners' Mobility Supplement, but you will not receive both of them. We will pay you the supplement at a higher rate than the mobility component of Disability Living Allowance.

There is no age limit for claiming War Pensioners' Mobility Supplement.

Clothing Allowance

You may be entitled to this allowance if you are getting a war pension at the 20% rate or higher, and are an amputee or your clothes wear out very quickly because of your accepted conditions.

You can have this allowance even if you are in hospital.

Help with funeral costs

We may pay funeral expenses up to a limit of £1400 where a war pensioner dies and:

- death was due to service;
- War Pensions Constant Attendance Allowance was being paid or would have been paid if the war pensioner had not been in hospital when they died;
- we assessed a war pension at the 80% rate or higher **and** Unemployability Supplement was being paid at the time of death; **or**
- the person died while they were in hospital having treatment for a disablement which they received a war disablement pension for.

War Widow's or War Widower's Pensions

You may be entitled to a War Widow's or War Widower's Pension if:

- your husband's, wife's or civil partner's death was a result of their service in HM Armed Forces;
- your husband, wife or civil partner was a civil defence volunteer or a civilian and their death was a result of the 1939 to 1945 war;
- your husband, wife or civil partner was a merchant seaman, a member of the naval auxiliary services, or a coastguard and their death was a result of an injury or disease they got during a war or because they were a prisoner of war;
- your husband's, wife's or civil partner death was a result of their service as a member of the Polish Forces under British command during the 1939 to 1945 war, or in the Polish Resettlement Forces;
- your husband, wife or civil partner was getting a War Pensions Constant Attendance Allowance at the time of their death, or would have been if they had not been in hospital; **or**
- your husband, wife or civil partner was getting a War Disablement Pension at the 80% rate or higher and was getting Unemployability Supplement.

We may be able to pay you a pension if you lived with a partner as husband and wife.

How much is War Widow's or War Widower's Pension?

There are two rates of War Widow's or War Widower's Pension - a higher rate and a lower rate.

Higher rate

We will pay you a War Widow's or War Widower's Pension at the higher rate if you are:

- the widow or widower of an officer above the rank of Major or equivalent;
- aged 40 or over;
- under 40 and getting an allowance for a child; **or**
- under 40 and unable to support yourself financially.

Lower rate

If you are not entitled to the higher rate, we will pay you a pension at the lower rate until you reach age 40. When you reach age 40, we will pay you the higher-rate pension.

Age allowance for older widows or widowers

You may automatically get an age allowance when you reach 65. We also increase this allowance at age 70 and age 80.

Temporary allowance for widows or widowers

We will give you a temporary allowance for widows or widowers if your husband, wife or civil partner was getting War Pensions Constant Attendance Allowance,

Unemployability Supplement or had underlying title to Unemployability Supplement with Allowance for Lowered Standard of Occupation. But you can only have this allowance for 26 weeks after your husband, wife or civil partner dies.

We will pay you this allowance based on the rate of your husband's, wife's or civil partners pension. If your husband, wife or civil partner was getting some allowances, we will use them to work out how much we can pay you.

Allowance for children

If you are a war widow, war widower, or a war pensioner in receipt of Unemployability Supplement, you may be entitled to children's allowance. This allowance usually stops at age 16. However, it may be paid over this age if the child is still going to school, college or university full time. If you want to apply for the allowance after your child is 16, please write to us.

Rent Allowance

You may be entitled to a Rent Allowance if you are getting a War Widow's Pension or War Widower's Pension and you look after a child who is getting a war pension allowance.

Treatment Allowance

Treatment Allowance is a temporary allowance which replaces a war pension and is payable at the 100% pension rate instead of your normal war pension rate.

You may be entitled to this allowance if:

- you are employed but are having medical, surgical or recovery treatment in hospital or at home for the conditions we pay you a pension for;
- the treatment will help you get better;
- you lose some of your earnings as a result of the treatment; **and**
- it is the treatment, not the conditions, that stops you working for eight days or more. (Your pension takes into account that your conditions might stop you working.)

If your treatment stops you working for less than eight days but you still lose money, you can claim for part-time Treatment Allowance.

If your conditions were made worse by your service, our doctors will also have to decide:

- if the treatment you are getting is because of the effect of service; **and**
- if you would have needed treatment now even if you had not been in the services.

Please send your claim for Treatment Allowance to us at the address on page 34. You should send your claim in **before** the treatment starts.

More information

If you want to know the current rate of our allowances, please see **Leaflet-9 Rates of War Pensions and allowances.**

What to do if you disagree with our decision

You can ask us to explain our decision further. If you disagree with our decision, you can ask us to look at it again.

If you want more information about our decision or you want us to look at it again, you can contact us at the address on page 34.

For certain decisions you may also be able to appeal to an independent tribunal who can change the decision if they consider it is wrong. The letter telling you about the decision tells you if you have a right of appeal against it. There are time limits for appealing against a decision (see pages 28 to 29).

Reviews

If we have made an assessment we will normally not look at your case again unless you ask us to.

If we have awarded a pension or an allowance for a limited period, we will look at your case again at the end of that period.

You can ask for a review if:

- your condition has changed since we last looked at your case; **or**
- there are some facts about your condition that you did not tell us about.

When can you ask for a review?

You can ask for a review at any time. There is no time limit for asking for a review.

How do you ask for a review?

If you want us to review your case, please contact us at the address on page 34 as soon as you think you need to. Remember to tell us your National Insurance number and the reason you want us to review our decision. You can find your National Insurance number at the top of the front page of any letters we have sent you.

There are special considerations if you want a review and your disablement is a 'noise-induced hearing loss' (see **Leaflet-10 Notes about War Pension claims for deafness**).

What happens next

If you ask for a review, we may send you a form to fill in.

We will look carefully at why you have asked us to look at your case again. We will write to you as soon as we can and tell you what we have decided and if your accepted condition(s) have changed, we will review your case.

If we increase the amount of your pension or allowance, we will normally only pay you the new amount from the date you asked for the review.

If your level of assessment is maintained, we will not pay you any more money. Some disablements may have improved or worsened since they were last assessed. If this is the case, the assessment for that condition may reduce or increase. This may or may not affect your overall assessment and the money we pay you.

How to Appeal

If the decision letter we sent you told you that you have a right of appeal, and you think our decision is wrong and want to appeal, you must contact us in writing stating:

- your name, address and National Insurance number;
- the decision you want to appeal against; and
- why you disagree with this decision.

Appeal time limits

There are time limits for making appeals.

You must appeal within:

- 3 months of the date shown on your decision letter if an award is an interim assessment: **or**
- 6 months of the date shown on your decision letter for any other decisions that carry a right of appeal.

Please note that if you appeal against a decision that has no right of appeal, your appeal may be struck out.

Late appeals

In exceptional cases, there is an extra 12 month period after the normal time limits in which you can make an appeal. If your appeal is late you must tell us why.

If your reasons for delay are not accepted your appeal will end. You cannot appeal against a decision not to accept a late appeal.

Appeals made later than 15 or 18 months after the date on your decision letter cannot be heard under any circumstances.

Help and advice

If you would like some help or advice about making your appeal, you can contact any of the ex-service organisations listed in this leaflet. You can also contact us or our Veterans Welfare Service who will be happy to provide assistance on any practical issue concerning your appeal.

Decisions of the tribunal

The tribunal may agree or disagree with our decision. This means that the tribunal can:

- maintain the decision
- accept a condition
- increase or reduce an award
- change the date from which an award was made; and
- change the amount or period of an award.

We will implement any new decision as soon as possible after the hearing.

Further right of appeal

If you disagree with the tribunal's decision you must seek advice from the tribunal on making an appeal to a higher tribunal.

Similarly, the SPVA can also appeal to a higher tribunal if we disagree with the tribunal's decision.

About other help you may be entitled to

Medical treatment for war disablement pensioners abroad

If you live abroad, get in touch with your overseas pensions agent or Department of Veterans' Affairs.

You should be able to get back the cost of any treatment for the conditions we pay you a pension for from your overseas pensions agent or Department of Veterans' Affairs. Always get in touch with them before you get any treatment. If you do not, you may not be able to get the cost of treatment back.

Private treatment

We may be able to pay for private treatment for the conditions we pay you a pension for if your overseas pensions agent or Department of Veterans' Affairs arranges the treatment. We cannot pay for treatment you have arranged yourself.

Travelling expenses

We can help pay your travelling expenses when you go for hospital treatment for the conditions we pay you a pension for. If you want to claim for expenses, please write to your overseas pensions agent or Department of Veterans' Affairs as soon as you know the date of your appointment.

Aids and appliances

If you need an artificial limb or appliance for the condition we pay you a pension for, contact your overseas pensions agent or Department of Veterans' Affairs before you buy it. If you do not, we may not be able to pay you any money for it.

If you need a repair, we will normally pay for it. Get in touch with your overseas pensions agent or Department of Veterans' Affairs and they will tell you how to get the repair done.

Hearing aids

If you need a hearing aid for the condition your pension is paid for, contact your overseas pensions agent or Department of Veterans' Affairs before you buy it. If you do not, we may not be able to pay you any money for it.

We can only pay for a hearing aid if your hearing loss is related to service and you need the aid mainly because of service-related hearing loss, rather than ageing.

If you need your hearing aid repaired, we will pay for this if we supplied the hearing aid. Get in touch with your overseas pensions agent or Department of Veterans' Affairs and they will tell you how to get the repair done.

Dental check-ups and treatment

You are entitled to a refund for dental treatment which you need because of the condition we pay you a pension for. Your overseas pensions agent or Department of Veterans's Affairs must arrange the treatment.

Eye tests and glasses

We can help with the cost of eye tests and glasses if you need them for the conditions we pay your pension for. You should send a receipt for the fee and glasses to your overseas pensions agent or Department of Veterans' Affairs.

If you think you may be entitled to help towards the cost of your glasses and eye tests, you should write to your overseas pensions agent or Department of Veterans' Affairs.

Ex-Far East and Korean Prisoners of War

If you were a prisoner of war in the Far East or Korea, you may have already had free medical tests for tropical diseases. If not, we can arrange them for you at specialist hospitals.

The tests are to find out if you show signs of any remaining diseases or conditions that you may need medical treatment for.

If you want more information, see **Leaflet-7 Ex-Far East and Korean Prisoners of War**.

Where to get help and advice

Veterans Helpline

Veterans Helpline number is **+44 1253 866043**.

It is open:

- 8.15am to 5.15pm Monday to Thursday; **and**
- 8.15am to 4.30pm Friday.

The staff can give you general advice and can also help you to fill in your claim form.

We may monitor your phone calls to us to make sure we maintain our high standards of customer service and to train our staff.

You can write to us at:

**Service Personnel and Veterans Agency
Norcross
Thornton-Cleveleys
FY5 3WP
England**

You can contact us by E-mail at:

veterans.help@spva.gsi.gov.uk

You can find us on the Internet at:

www.veterans-uk.info

Overseas pensions agents(OPA) and Department of Veterans' Affairs(DVA)

These services are to help war pensioners, war widows and war widowers get free and confidential advice about war pensions.

You can ask for their advice on problems relating to war pension payments or claims, but they cannot provide as full a service as a UK welfare manager.

Ex-Service organisations

There are many ex-service organisations which help veterans and their families. They can give you help and advice on war pensions and allowances.

If you want to appeal against a decision on your claim, these organisations can help you with your case and represent you at the appeal. It will not cost you anything. You do not need to be a member of the organisations to get free advice.

These organisations include the following.

- **British Limbless Ex-Servicemen's Association**
Frankland Moore House
185-187 High Road
Chadwell Heath
Romford
Essex
RM6 6NA

The association aims to promote the welfare of all those who have lost a limb or limbs, or one or both eyes, or the use of limbs as a result of their service in any branch of Her Majesty's Forces or Auxiliary Forces. It also aims to help dependants of these people and those ex-servicemen and servicewomen who lose a limb after service.

- **Burma Star Association**
4 Lower Belgrave Street
London
SW1W 0LA

The association provides a welfare service and gives free and confidential advice to all holders of the Burma Star.

- **The Ex-Services Mental Welfare Society**
(Combat Stress)
Head Office
Tyrwhitt House
Oaklawn Road
Leatherhead
Surrey
KT22 0BX

The society cares for ex-members of the armed forces and the Merchant Navy who have psychiatric disabilities. The society provides a network of regional welfare officers throughout the United Kingdom. There are also three short-term treatment centres and a veterans home

- **Forces Pension Society**
68 South Lambeth Road
Vauxhall
London
SW8 1RL

The society protects the pension interests of ex-service personnel of all ranks and their dependants.

- **The Far East (Prisoners of War and Internees) Fund (FEF) and Far East Prisoners of War Central Welfare Fund (CWF)**
30 Copsewood Way
Bearsted
Maidstone
Kent
ME15 8PL

The fund helps Far East prisoners of war and civilian internees (prisoners) of the Japanese 1941 to 1945 war and their dependants who are in need.

- **The Joint Committee of the Order of St. John and The British Red Cross Society**
5 Grosvenor Crescent
London
SW1X 7EH

The joint committee provides grants to needy war-disabled ex-servicemen, ex-officers and their widows or widowers. It has long-standing connections with three paraplegic settlements.

- **The National Gulf Veterans and Families Association**
58-60 The Pavilion
536 Hull Road
Hull
HU6 9BS
Tel: +44 1482 808730
Email: info@ngvfa.org.uk
www.ngvfa.org.uk

The association offers help and advice to Gulf War veterans, their partners, families and friends. They offer assistance with financial matters and representation at appeal / entitlement cases.

- **The 'Not Forgotten' Association**
4th Floor
2 Grosvenor Gardens
London
SW1W 0DH

The association helps disabled ex-service personnel. They provide televisions and holidays for severely disabled people and outings, concerts and gifts for people in hospitals and care homes.

- **The Officers' Association**
1st Floor
Mountborrow House
6-20 Elizabeth Street
London
SW1W 9RB

The association give advice and help to ex-officers and their families through:

- cash grants;
- continuing allowances to those with very small incomes; and
- help towards care home fees.

In special circumstances they can also give help with education or training fees.

There is a care home for single ex-officers near Teignmouth, Devon and a 12-bungalow estate near Watford for disabled ex-officers their families.

The association also help ex-officers to find suitable jobs, either when just leaving service or if they become unemployed.

- **The Royal Air Forces Association**
11711/2 Loughborough Road
Leicester
LE4 5ND
Phone: +44 116 266 5224
Fax: +44 116 261 2819

The association gives help and advice to ex-RAF and Commonwealth Air Forces personnel.

- **The Royal Alfred Seafarers' Society**
SBC House
Restmor Way
Wallington
Surrey
SM6 7AH

Phone: +44 20 8401 2889
Fax: +44 20 8401 2592

The society provides accommodation in Surrey and Sussex for former seafarers and their dependants. Sheltered housing and care homes are available in Surrey and there are care homes in Sussex.

- **Ghurka Welfare Support Office**
New Normandy Barracks
Evelyn Woods Road
Aldershot
Hants
GU11 2LZ
Phone: +44 1252 355 127

- **The Royal British Legion**
48 Pall Mall
London
SW1Y 5JY

The organisation provides for the welfare of ex-servicemen, ex-servicewomen and their dependants. It provides:

- financial help;
- care homes;
- employment for the disabled;
- small-business advice and loans;
- resettlement training; **and**
- free pensions advice and much more.

All work is funded by public donations.

The Royal British Legion also provides a social focus for ex-service personnel through 3181 branches and 900 clubs all over England, Wales and Ireland.

- **The Royal British Legion Scotland
The Earl Haig Fund Scotland and the Officers'
Association Scotland
New Haig House
Logie Green Road
Edinburgh
EH7 4HR**

Tel: +44 131 557 2782

They help all ex-service personnel, their widows or widowers and their dependants living in Scotland. They provide help with pensions, welfare advice and friendship.

- **The Royal Hospital
Chelsea
London
SW3 4SR**

The Royal Hospital provides a home for old soldiers who are getting an army long-service pension or a war pension. It is not a medical hospital.

- **The Royal Naval Association
82 Chelsea Manor Street
London
SW3 5QJ**

The Royal Naval Association believes firmly that 'welfare is not only money'. With 35,000 members, they are a brotherhood and sisterhood for life, offering friendship, comradeship and personal support to their members. Limited Welfare funds are

- **The Royal Naval Benevolent Trust**
Castaway House
311 Twyford Avenue
Portsmouth
Hampshire
PO2 8PE
Tel: +44 23 9269 0112

All ratings and others ranks of the Royal Navy or Royal Marines are part of the 'RNBT Family'; so are their wives, husbands and dependent children. They number three million people worldwide. The trust provides help such as:

- financial grants
 - regular payments to supplement the income of older people;
 - care for older people at Pembroke House; **and**
 - advice on welfare matters.
- **The Royal Patriotic Fund Corporation**
40 Queen Annes Gate
London
SW1H 9AP
Phone: +44 20 723 31894

The corporation gives financial help to widows, widowers, orphans and dependants of servicemen and servicewomen.

- **St Dunstan's**
12-14 Harcourt Street
London
W1H 4HD
Phone: +44 207 723 5021

St Dunstan's cares for blind ex-servicemen and servicewomen no matter how they lost their sight. You must be ex-service and have a significant sight loss in both eyes.

- **The Soliders', Sailors' and Airmen's Families Association (SSAFA) - Forces Help**
19 Queen Elizabeth Street
London
SE1 2LP

Phone +44 207 4038783
Fax: +44 207 4038815

The association helps all service and ex-service personnel and their families. It acts as a friendly adviser, whatever the problem. It helps people to get all the practical and financial help they are entitled to from statutory sources. It acts as an agent of service, regimental and other funds to provide relief for those in need. And it offers accommodation for disabled people and care homes for the elderly. There are local representatives throughout the UK.

- **War Widows' Association of Great Britain**
c/o 48 Pall Mall
London
SW1Y 5JY

Phone: +44 845 2412 189
or contact us at
Info@warwidowsassociation.org.uk

The War Widows' Association exists to improve the conditions of war widows and widowers and their dependants in Great Britain. Its work includes anyone who receives a war widows or widowers pension regardless of whether they have lost their husband or wife in peacetime or as a result of war.

Our service

We aim to provide a high-quality service and to treat everyone equally.

We are always trying to improve the service that we give you. To help us give you a better service, we have a Customer Service Manager.

If you want to tell us anything about our service, you can get in touch with our Customer Service Manager.

Please write to:

Customer Service Manager

Service Personnel and Veterans Agency

Norcross

Thornton-Cleveleys

FY5 3WP

England.

Or, you can phone the Helpline on **+ 44 1 253 866043** and ask for the Customer Service Manager.

Open government

The Agency is committed to the principles of Open Government as set out in the **Code of Practice on Access to Government Information** and the **Freedom of Information Act**. The Freedom of Information Act came fully into effect on 1st January 2005 and is available to view on the Internet at www.foi.mod.uk.

The **Data Protection Act** came into force in July 1998 and regulates the processing of personal information, granting individuals certain rights regarding personal data. A copy of the Data Protection Act 1998 is available to view on the Internet at www.dataprotection.gov.uk.

The Service Personnel and Veterans Agency will be happy to answer your questions and give you any information you need.

If you want more information, please write to:

Service Personnel and Veterans Agency
Freedom of Information Officer
Norcross
Thornton-Cleveleys
FY5 3WP
England.

When you write to or phone us you need to explain the information you want and give your name, address and National Insurance number (if you know it).

