



**Notes for War
Pensioners and War
Widows or Widower
pensioners going
abroad**

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This leaflet is for war pensioners thinking of going abroad. It covers payment of pensions and medical expenses and how to get help or advice while you are there.

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This leaflet only aims to give you general guidance and it is not a complete statement of the law. Please remember that the law may change from time to time. This may affect your entitlements.

If you want more advice, please get in touch. Our contact details are on page 9.

If you want to know more about National Insurance benefits or contributions, pick up leaflet **NI 38 Social Security Abroad** from your local Jobcentre Plus or social security office. Alternatively, you can view it online at: www.hmrc.gov.uk/pdfs/nico/ni38.pdf

Your pension while you are abroad

If you are going to Northern Ireland, we can pay your pension into your usual account. If you are going to the Isle of Man or the Channel Islands you can contact us on **0800 169 22 77** to discuss how we can pay your pension.

Going abroad for less than 12 months

- we can pay your pension into your usual UK account;
- we can arrange to have your pension paid into an account wherever you live, **or**
- we can save your pension for you, for up to 12 months, then we will have to pay it direct to your bank, building society or other account provider.

We can usually carry on paying war pensions and allowances anywhere in the world, but if you get a supplementary allowance, like an Allowance for Lowered Standard of Occupation, or a Widow's or Widower's Rent Allowance, it may change or stop if you go abroad permanently.

Overseas Pensions Agents (OPA), Department of Veterans' Affairs (DVA) and Veterans Organisations

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.

If you are unsure of how to contact your local OPA, DVA or Veterans Organisation please contact us.

Staying abroad permanently

If you are going to live abroad permanently we can pay your pension into your bank, building society or other account in the UK or overseas.

If you have been awarded a war pension under the Polish Forces Scheme, any payment must stop if you go to live in Poland.

What forms to fill in

If you decide to go abroad for more than 3 months tear out form **WPA0168** at the back of this leaflet, complete it and send it back to us. We will tell you the address of the Overseas Pensions Agent and how we will pay your pension.

Payment while you are abroad

The way we pay your pension will depend on the country you go to live in.

We will make the payment directly into a bank, building society or other account in the local currency so that you do not have to pay any bank handling or conversion charges. There are some countries that do not have this facility. If you live in one of these countries, please tell us and we will make alternative arrangements.

Please check your bank statements regularly and tell us straightaway if you think we have paid you the wrong amount.

Increases in British War Pensions

When you live abroad you get the same amount of pension and the same general increases as war pensioners who live in the UK.

Your War Pension normally goes up every April. We use the British 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 the exchange rate affects the amount of your war pension when converted from sterling to local currency.

Paying for medical treatment

If you are going abroad get in touch with us and let us know your address while you are there. We will send you a certificate of identity letter and provide you with the name and address of your Overseas Pensions Agent (OPA) or Veterans' Organisation.

You should be refunded the cost of any treatment for your accepted conditions from your OPA or Veterans' Organisation, but you must tell them as soon as you need the treatment. If you do not, you may not be refunded the cost.

Paying for treatment for other conditions

It is important that you take out travel insurance as medical care be very expensive. Remember the SPVA can only consider refunding costs for treatment of your accepted conditions.

Appliances

If you have an artificial limb, surgical shoes, hearing aid or any other appliance that you need because of your accepted conditions, you should tell your Appliance Centre or Disablement Service Centre so that they can check it before you go.

If you have a spare artificial limb you must take it with you. If you are travelling by air ask the airline for the cheapest way of taking it, but if you have to pay more send us the receipt for the extra cost and we will pay you the money back.

If you need a repair while you are away, we will normally pay for it. Contact your OPA and they will tell you how to get the repair done.

If you don't have time to contact the Agent, you can get the repair done yourself and send us the account with a note saying what happened.

If you visit a European Economic Area (EEA)

If you are going to visit another European Economic Area (EEA) country, pick up leaflet **Health Advice for Travellers** from your Post Office®. Alternatively, you can view it online at: www.dh.gov.uk/en/PublicationsandStatistics/Publications/PublicationsPolicyandGuidance/DH-4123441

If you are going to live or work in another EC country, write to:

Department for Work and Pensions (DWP)
Overseas Group
Newcastle Upon Tyne
NE98 1YX

They will give you advice on your rights to health care and other benefits.

There are some other countries where you will have health care rights. You can find more information in leaflet **Health Advice for Travellers.**

If you are going abroad for more than 3 months please ask us for a copy of Leaflet 3

If you decide to return to the UK

If the Overseas Pension Agent pays your pension and you decide to come back to the UK, you must tell the Agent, so that they can transfer your pension back to us.

If we are paying your war pension tell us as soon as you can. We need to know the date you are coming back to the UK, your new address and your new account details if appropriate. Do this as soon as you can so that you won't be kept waiting for your pension when you come back.

Where to get help and advice

Veterans Helpline

The Veterans Helpline number (UK only) is
0800 169 22 77.

If you are overseas, telephone **+ 44 1 253 866043.**

The Veterans Helpline 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 any forms.

If you have problems with your hearing and you have a textphone, you can phone the Helpline (UK only) on
0800 169 34 58.

We may monitor your phone calls to us to help ensure 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

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, please write to:

Customer Service Manager

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

Or you can phone our Helpline (UK only) on **0800 169 22 77** and ask for the Customer Service Manager.

If you live overseas, phone **+ 44 1253 866043**.

How the Ministry of Defence collects and uses information

Service Personnel and Veterans Agency (SPVA) as part of the Ministry of Defence (MoD) collects information for war pensions purposes. The information we collect about you will depend on the nature of your business with us. We may check information provided, or information about you which someone else has provided, against other information we have. We do this, as allowed by law to:

- check the facts held;
- prevent or detect crime;
- protect public funds in other ways.

The organisations we exchange information with include other government departments and local authorities.

We will not disclose information about you to anyone outside of SPVA unless the law permits us to.

The MoD is the Data Controller for the purposes of the Data Protection Act. If you want to know more about the information, please write to us quoting your National Insurance number.

Open government

In 1994 the government published a **Code of Practice on Access to Government Information**. A copy of the current version of the code will be available in your local library.

A separate leaflet called **Open Government: Explaining the Code of Practice on Access to Government Information** tells you more about the code and how to ask for information. You can get a copy of this leaflet from your local library.

We are committed to the code of practice and will be happy to answer your questions and give you any information you need.

If you want more information, please write to:

Freedom of Information Officer

Service Personnel and Veterans Agency

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.

Please complete and return this form if you will be abroad for more than **3 months**

Section 1

National Insurance number

Full name

UK address

Date you are going abroad

Address abroad

The nearest town or city there

Do you intend living there permanently?

Yes / No

If 'No' when will you return?

Section 2 - please read pages 3 & 4 carefully before completing this page

I want to draw my pension while abroad

I want to my pension sent to my address abroad

I want to my pension paid direct to this account
(details below)

Bank name

Address

Country

Account name

Account number

Sort code

Roll or reference
number

Signature

Date

