

## Leaflet-3



# 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 11** tell you what changes you should tell us about.

**Page 12** tells you about payment changes.

**Pages 13 to 24** explain about allowances you may be entitled to.

**Pages 25 to 31** tell you what to do if you disagree with our decision. **Includes important information about time limits.**

**Pages 32 to 33** explain about other help you may be entitled to.

**Pages 34 to 45** tell you where to get help and advice.

**Page 46** Our service to you.

**Page 47** explains about 'Freedom of information'.

Information in this leaflet about allowances, reviews and appeals relates to decisions made on or after 5 April 2010.

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 and responsibilities, 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**

Your 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 a 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 death of a pensioner. We need to know immediately to avoid any overpayment.

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

We may pay funeral expenses of £2,200 towards the cost of a funeral where a war pensioner dies and:

- death was due to service;
- War Pension Constant Attendance Allowance was being paid or would have been in paid had the war pensioner not been in hospital when they died;
- Unemployability Supplement was in payment at the time of death and the War Pension was being paid at the 80% rate or higher.

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 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;

- 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, changes school, college or university or the course of study ends
- 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)
- start to get Employment and Support Allowance
- 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 working for any reason apart from normal holidays
- become entitled to -
  - State Pension
  - Severe Disablement Allowance
  - Carer's Allowance
  - Employment 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 caused 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

## **Child Allowance paid with War Widows / Widowers Pension - (contd)**

- gets married
- is 16 or over and leaves school, college or university before the end of the term, changes school, college, university or the course of study ends
- 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
- you must not be in receipt of any DWP benefit payable for incapacity to work; **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.

You may also be entitled to **War Pensions Invalidity 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 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.

## **War Pensions Constant Attendance Allowance - continued**

If you suffer from an illness caused by service before 6 April 2005 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 hospital, a care home or similar accommodation run by the NHS or local authority.

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**

## **War Pensioners' Mobility Supplement - continued**

- 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** - you may wish to tell your next of kin about this.

We may pay funeral expenses of £2,200 towards the cost of a funeral where a war pensioner dies and:

- death was due to service;
- War Pensions Constant Attendance Allowance was being paid or would have been paid had the war pensioner had not been in hospital when they died;
- Unemployability Supplement was in payment at the time of death and the War Pension was being paid at the 80% rate or higher.

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

## 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, wife 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.

## **War Widow's or War Widower's Pensions - (contd)**

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.

### **War Widow's or War Widower's Pensions - (contd)**

We will pay you this allowance based on the rate of your husband's, wife's or civil partner's 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.

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 27 to 28).

### **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.

## SPVA decisions

If you think our decision is wrong and the letter notifying you of that decision gives a right of appeal, you can appeal to an independent Tribunal.

You can appeal against:-

- the refusal of an award or level of entitlement;
- the level of an award (% assessment or rate of allowance if less than the maximum);
- the date from which an award starts;
- changes to the amount (upwards / downwards), or period of an award; and
- the label (medical name given for a claimed condition).

## How to appeal

If you live in England, Wales or overseas and you want to appeal you need to contact us in writing stating:-

- your name, address and National Insurance number;
- the name and address of any representative
- an address where documents can be sent or delivered (this will normally be your home address);
- the date and details of the decision you want to appeal against;
- why you disagree with the decision; and finally
- you must sign and date your letter.

If you fail to provide all of the required information, we may have to make further enquiries, which may delay or even make your appeal late.

## **How to appeal** - continued

If you live in Scotland or Northern Ireland, you must contact us either by telephone or in writing, because we will have to ask you to complete an appeal form. This is a legal requirement in these countries.

### **Right of appeal**

Not every decision will carry a right of appeal. If you receive such a decision and you disagree with it you may ask for an appeal, but it will be up to the Tribunal to decide if it can be heard. If the Tribunal decide that the appeal cannot be heard, there is no further right of appeal against that decision.

### **Appeal time limits**

Your letter or appeal form must be received by us within 12 months, starting with the day on which the decision letter was sent to you.

### **Late appeals**

In some circumstances you will be allowed to appeal even if you have not written to us within the 12 month period. When you write after this period however you must state why you (or someone on your behalf) did not write to us within the 12 month period. You cannot however appeal more than 24 months after the date on which the decision letter was sent to you.

## **If you live in England and Wales or overseas**

If the Secretary of State does not object to the late appeal, it will proceed as if it were in time.

Examples of circumstances in which the Secretary of State may decide not to object include the following :-

- the death or serious illness of the claimant, or their spouse / partner or dependant;
- a disruption to normal postal services; and
- exceptional circumstances, which made it impracticable for the claimant to bring the appeal or to instruct some other person to bring it on his / her behalf.

In all cases, in deciding whether or not to object, the SPVA will also consider, despite the circumstances of the delay, whether the appeal was brought as soon as was reasonably practicable.

If the SPVA objects to the late appeal being brought it will then be for the Tribunal to decide if it can hear the appeal.

## **If you live in Scotland or Northern Ireland**

It is the Tribunal's decision whether or not a late appeal can be brought. For it to allow a late appeal to be brought, you must be able to show that the appeal was late because of one of the following "prescribed circumstances"

- the death or serious illness of the claimant, or their spouse / partner or dependant
- a disruption to normal postal services;

### **If you live in Scotland or Northern Ireland - (cont)**

- failure on the part of the Secretary of State to notify the claimant of the decision; and
- exceptional circumstances which made it impracticable for the claimant to bring the appeal or to instruct some other person to bring it.

Additionally, the appeal must be made as soon as was reasonably practicable in the circumstances of the case.

### **Help and advice**

The ex-service organisations listed in this leaflet may give free advice, if required on any aspect of War Disablement Pensions, including appeals. These organisations may represent you, free of charge at a hearing.

You can also contact us or our Veterans Welfare Service for help on any practical issues concerning your appeal.

## Decision of the Tribunal

The Tribunal may, depending on the issue under appeal;-

- maintain the SPVA's decision;
- accept a condition previously rejected or raise the level of entitlement;
- increase or reduce an award;
- change the date from which an award was made;
- change the amount or period of an award; and
- change the label (the medical name for the condition claimed).

**Note** - It is possible that a Tribunal could make a decision which is to your disadvantage.

If the Tribunal gives a different decision to that of the SPVA, we will implement it as soon as is possible, unless the SPVA decides to appeal the Tribunal's decision.

### Further rights of appeal

If you disagree with the Tribunal's decision, you must seek advice from the Tribunal office on making an appeal to an Upper Tier Tribunal (UTT) or Pensions Appeal Commissioners (depending where you live).

Similarly, if the SPVA disagrees with the Tribunal's decision it too can make an appeal to the UTT or Pensions Appeal Commissioners.

## Medical treatment abroad

As the NHS is a residence-based healthcare system, if you live abroad or go to live abroad, the NHS ceases to have responsibility for healthcare costs under UK law.

For more information about overseas healthcare issues contact:

### Overseas Healthcare Team

The Pension, Disability and Carers Service  
Room TC001, Tyneview Park  
Whitley Road

Newcastle upon Tyne. NE98 1BA

**Tel: +44 191 2181999**

**[Overseas.healthcare@thepensionservice.gsi.gov.uk](mailto:Overseas.healthcare@thepensionservice.gsi.gov.uk)**

As there is no NHS overseas, SPVA may meet the cost of treatment for your accepted war pension conditions provided the treatment is:

- Clinically necessary for a disability due to service.
- Not available through the health system in the country of residence.

Treatment may include surgery, dental treatment, glasses, aids, appliances and medication. Travelling expenses may also be payable if hospital treatment is needed for your accepted war pension conditions.

If you live overseas, contact your Overseas Pension Agent or Department of Veterans Affairs **before** arranging any treatment. If you do not, you may not be able to claim back the cost of any treatment.

## **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](mailto:veterans.help@spva.gsi.gov.uk)**

You can find us on the Internet at:

**[www.veterans-uk.info](http://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 often give you help and advice on war pensions and allowances.

If you want to appeal against a decision on your claim, some of 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

**Tel: +44 208 590 1124**

**Fax: +44 208 599 2932**

**web: [www.blesma.org](http://www.blesma.org)**

**e-mail: [headquarters@blesma.org](mailto:headquarters@blesma.org)**

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

**Tel: +44 207 823 4273 / 4283** (Welfare)

**web: [www.burmastar.org.uk](http://www.burmastar.org.uk)**

**e-mail: [burmastar@btconnect.com](mailto:burmastar@btconnect.com)**

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 0XB

**Tel: +44 1372 841600**

**web: [www.combatstress.org.uk](http://www.combatstress.org.uk)**

**e-mail: [contactus@combatstress.org.uk](mailto:contactus@combatstress.org.uk)**

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.

### **Far Eastern Prisoner of War and Internees Fund (FEF) and FEPOW Central Welfare Fund (CWF)**

30 Copsewood Way

Bearsted

Maidstone

Kent

ME15 8PL

**Tel: +44 1622 737124**

The fund helps Far East prisoners of war and civilian internees of the Japanese 1941-45 War and their dependants who are in need.

### **Forces Pension Society**

68 South Lambeth Road

Vauxhall

London

SW8 1RL

**Tel: +44 207 820 9988**

**web: [www.forpen.co.uk](http://www.forpen.co.uk)**

**e-mail: [memsec@forpen.co.uk](mailto:memsec@forpen.co.uk)**

The Society serves the pension interests of ex-service personnel of all ranks and their dependants.

### **Gurkhas Welfare Support Office**

New Normandy Barracks

Evelyn Woods Road

Aldershot

Hampshire

GU11 2LZ

**Tel: +44 1252 355127**

## **The Joint Committee of the Order of St. John of Jerusalem and The British Red Cross Society**

5 Grovenor Crescent

London

SW1X 7EH

**Tel: +44 207 201 5130**

The committee provides grants to war-disabled ex-service personnel and their dependants. It has long standing connections with three paraplegic settlements.

## **The National Gulf Veterans and Families Association**

Building E Office 8

Chamberlain Business Centre

Chamberlain Road

Hull

HU8 8HL

**Tel: +44 845 257 4853**

**web: [www.ngvfa.org.uk](http://www.ngvfa.org.uk)**

**e-mail: [info@ngvfa.org.uk](mailto:info@ngvfa.org.uk)**

The NGVFA supports those affected by Gulf War 1 and Gulf War 2 (Iraq), the ongoing conflict in Afghanistan, and all future desert conflicts. Charity services and activities include welfare and advice, counselling, 24 hour free phone helpline, website - with a members only area, five day respite break and information guides.

## **The 'Not Forgotten' Association**

4th Floor  
2 Grosvenor Gardens  
London  
SW1W 0DH

**Tel: +44 207 730 2400**

**Fax: +44 207 730 0020**

**web: [www.nfassociation.org](http://www.nfassociation.org)**

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**

Mountbarrow House  
6-20 Elizabeth Street  
London  
SW1Y 5JY

**Tel: (Benevolence): +44 207 808 4175/6**  
or **+44 845 873 7150/1**

**Tel:(Accommodation): +44 207 808 4166**  
or **+44 845 873 7140**

**web: [www.officersassociation.com](http://www.officersassociation.com)**

**e-mail: [em@oaed.org.uk](mailto:em@oaed.org.uk)**

## **Or, if resident in Scotland**

New Haig House  
Logie Green Road  
Edinburgh  
EH7 4HO

**Tel: +44 131 550 1581**

### **The Officers' Association (contd)**

**web: [www.officersassociation.com](http://www.officersassociation.com)**

**e-mail: [gs@oascotland.org.uk](mailto:gs@oascotland.org.uk)**

The Officers Association gives advice and help to ex-officers and their families through;

- cash grants
- continuing allowances for 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 and their families.

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

### **The Royal Air Forces Association**

117<sup>1/2</sup> Loughborough Road

Leicester

LE4 5ND

**Tel: +44 116 266 5224**

**Fax: +44 116 266 5012**

**web:[www.rafa.org.uk](http://www.rafa.org.uk)**

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

## **The Royal British Legion**

Haig House  
199 Borough High Street  
London  
SE1 1AA

**Tel: +44 203 207 2100**

**Pens Dept: +44 203 207 2164 / 2168 / 2169**

The organisation provides for the welfare of ex-service personnel 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 Legion also provides a social focus for ex-service personnel through it's branches and clubs all over the country.

## **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**

### **The Royal British Legion Scotland** (contd)

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 Alfred Seafarers' Society**

Head office

Weston Acres

Woodmansterne Lane

Banstead

Surrey

SM7 3HA

**Tel: +44 1737 323763**

**web: [www.royalalfredseafarers.com](http://www.royalalfredseafarers.com)**

**e-mail: [royalalfred@btopenworld.com](mailto:royalalfred@btopenworld.com)**

Ex-members of the Royal Navy and Merchant Navy are accommodated at three separate establishments in Surrey and Sussex providing, respectively, sheltered housing, residential care and nursing care.

### **The Royal Hospital**

Chelsea

London

SW3 4SR

**Tel: +44 207 881 5200**

**web: [www.chelsea-pensioners.co.uk](http://www.chelsea-pensioners.co.uk)**

**e-mail: [info@chelsea-pensioners.org.uk](mailto:info@chelsea-pensioners.org.uk)**

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 hospital.

### **The Royal Naval Association**

Room 209 Semaphore Tower

PP70

HM Naval Base

Portsmouth

PO1 3LT

**Tel: +44 2392 723823**

**Fax: +44 2392 723371**

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 raised by members to support these activities.

### **The Royal Naval Benevolent Trust**

Castaway House

311 Twyford Avenue

Portsmouth

PO2 8RN

**Tel: +44 2392 690112**

**Fax: +44 2392 660852**

**web:[www.rnbt.org.uk](http://www.rnbt.org.uk)**

**email:[rnbt@rnbt.org.uk](mailto:rnbt@rnbt.org.uk)**

All ratings and other ranks of the Royal Navy or Royal Marines are part of the 'RNBT' family, so are their wives, husbands and dependant children. They number three million people worldwide.

### **The Royal Naval Benevolent Trust - (contd)**

The RNBT 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**

4 North Street

Wilton

Salisbury

SP2 0HE

**Tel: +44 1722 744030**

**e-mail: [therpfc@tiscali.co.uk](mailto:therpfc@tiscali.co.uk)**

The corporation gives financial help to widows, widowers, orphans and dependants of service personnel.

### **St Dunstons**

12-14 Harcourt Street

London

W1H 4HD

**Tel: +44 207723 5021**

**web: [www.st-dunstons.org.uk](http://www.st-dunstons.org.uk)**

**e-mail: [enquiries@st-dunstons.org.uk](mailto:enquiries@st-dunstons.org.uk)**

St Dunstons cares for blind ex-service personnel with a significant sight loss in both eyes, no matter how they lost their sight.

## **The Soldiers', Sailors', Airmen and Families Association - Forces Help**

19 Queen Elizabeth Street

London

SE1 2LP

**Tel: +44 207 403 8783**

**web: [ssafa.org.uk](http://ssafa.org.uk)**

**e-mail: [www.info@ssafa.org.uk](mailto:www.info@ssafa.org.uk)**

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**

☐ Haig House

199 Borough High Street

London

SE1 1AA

**Tel: +44 203 207 2100**

**e-mail: [Info@warwidowsassociation.org.uk](mailto: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 1253 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 **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](http://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](http://www.dataprotection.gov.uk)**.

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.







