Leaflet-1

Notes about War Disablement Pension and War Widows or Widowers Pension

About this leaflet

You may be entitled to a War Disablement Pension, if you are injured or disabled as a result of your service in HM Forces or during a time of war.

If you are a widow, widower or a dependant of someone who died as a result of their service in HM Forces or during a time of war, you may be entitled to a War Widows or Widowers Pension.

Pages 4 to 10 tell you what you should know about War Disablement Pensions.

Pages 11 to 18 tell you what you should know about War Widows or Widowers Pensions.

Pages 19 to 20 explain about other allowances and help you may be entitled to.

Pages 21 to 33 tell you where to get more help and advice.

Page 34 explains about 'Our service to you'

Page 35 explains about 'Freedom of information'

The War Pensions Scheme is run by Service Personnel and Veterans Agency. This leaflet gives you general guidance, but it is not a 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. If you need more advice about anything to do with War Pensions, call **Veterans UK Helpline** on **0800 169 22 77**

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

We do not deal with any other benefits. If you want information about these benefits, please contact your local Jobcentre Plus, Pension Centre or Social Security Office.

Going abroad

If you are going to leave the United Kingdom for more than 6 weeks please write and let us know. **Leaflet 6** gives more information for War Pensioners and War Widows/ Widowers going abroad for either just a holiday or to live there permanently.

You can get a copy of the leaflet from us or you can view our leaflets on line at:
www.veterans-uk.info/publications/leaflets.html

What you should know about War Disablement Pensions

Who is eligible?

To be eligible to claim you do not need to have served during wartime or have been a member of HM Forces.

You may be entitled to a War Disablement Pension if you were:

- injured, disabled or have suffered an illness (physical or psychological) through service in HM Forces, including the Ulster Defence Regiment now known as the Royal Irish Regiment, the Home Guard, or Nursing and Auxiliary Services;
- a Civil Defence Volunteer (CDV) disabled while serving as a CDV;
- a civilian disabled as a result of enemy action in the 1939 to 1945 war;
- a merchant seaman, a member of the Naval Auxiliary Services or a coastguard, and you were disabled because of an injury you received or a disease you suffered because of conditions during a war, or because you were a prisoner of war; **or**
- a member of the Polish Forces under British Command who served in the 1939 to 1945 war, or in the Polish Resettlement Forces and you were injured or disabled through this service.

You are not eligible to claim a War Pension for disablement under the War Pensions Scheme if you are still serving in HM Forces.

The role of the medical advisers in war pensions

Under war pensions legislation, doctors (known as medical advisers) must consider medical aspects of war pension claims and appeals. The medical adviser has both medical expertise and special training in the War Pensions Scheme.

Lay officers make decisions on claims to war pension. If medical matters are involved, for example, in deciding whether a claimed disability is due to service or the level of disability, they take advice from, or act on, certificates provided by a medical adviser. The medical adviser takes account of the facts which are specific to the case, the relevant law and policy and the current medical understanding of the relevant disorder. The war pensions medical appendices provide a current summary of generally-accepted medical thinking on the causes of disorders.

How much is War Disablement Pension

The amount of money we can pay depends on how disabled you are and it does not matter how much you earn.

We will look at the condition(s) you are claiming for.

By **condition(s)** we mean:

- a wound;
- an injury;
- a disease; **or**
- something that happened as a result of an accident.

You may need to have a medical examination and a doctor will look at how your condition(s) affect you. They will compare your health with that of a healthy person of the same age and sex.

If your claim is for deafness, you may need to have an audiology examination or an evoked-response audiogram. These are special tests that measure how well you can hear sound.

The method of disablement and assessment is defined in legislation which is unique to War Pensions and it pre-dates World Health Organisation definitions of impairment, disability and handicap.

Your earning capacity, any individual factors or extraneous circumstances are not taken into account.

Any disablement due to non-service factors is also excluded from the assessment.

The assessments however are a matter of medical judgement as to the degree of disablement present and the level of assessment is expressed as a percentage on a scale of Nil to 100 per cent.

We will pay you a pension if your assessment is 20% or more.

If your assessment is less than 20%, we will normally pay you a lump sum payment which is a **gratuity**. The amount you will get depends on how disabled you are and how long you are likely to be disabled.

This gratuity will be taken into account if we increase your assessment to 20% or more (for example, after a successful review or appeal), within six years. We will have to take all or part of the gratuity as an advance payment of your pension. This is to make sure that people who are paid a gratuity instead of a pension are not better off.

If your condition is **noise-induced sensorineural hearing loss** and we assess your disablement at less than 20%, we will not be able to pay you a pension or a lump sum.

Compensation received from other organisations, elsewhere in the Ministry of Defence or Industrial Injuries Disablement Benefit (IIDB).

If you are getting or have had compensation from another organisation, elsewhere in the Ministry of Defence or IIDB for the same conditions as those for which you are making this claim, we may reduce your War Disablement Pension or lump sum. We do this because we believe you should not be compensated twice for the same disablement.

There are some payments that we do not take into account, for example, compensation paid under the UK Criminal Injuries Compensation Schemes as a result of terrorist activities.

If you want to know more about the current rates of war pensions, allowances and gratuities, please see our **Leaflet-9 Rates of War Pensions and allowances.**

Income tax

War Pensions and allowances have not been taxed since 6 April 1979. When you fill in your income tax return, write a note clearly on the form to say that you receive a war pension. The Tax Inspector will then ignore your war pension when he or she assesses how much income tax you have to pay. (Income and Corporation Taxes Act 1988 - subsection 315)

Armed Forces Pension Scheme

The armed forces run a higher-rate pension scheme called Service-Attributable Pension. You may qualify for this pension if:

- you were medically discharged on or after 31 March 1973; and
- we accept that the conditions which led to you being medically discharged were caused by your service.

Preserved Pension

If you leave the Forces too early to receive an immediate pension, you may be entitled to a Preserved Pension.

This is normally paid from age 60 and you must have been a member of the Armed Forces Pension Scheme for at least two years.

You may be awarded a Preserved Pension early if you become permanently unable to work because of mental or physical illness.

If you want more information about either of these pensions please see the contact details on page 34.

How to claim a War Disablement Pension under the War Pensions Scheme

If you receive a claim form and a letter with this leaflet, **fill in the form and send it back to us within three months of the date of the letter. The address is on page 34.**

If you delay it will affect your claim and you could lose money.

If you want a claim form, you can write to us at the address on page 34.

You will need to tell us your full name and any other names that you have used, like your maiden name or married name, and your National Insurance number.

If you are claiming because of your service in HM Forces or the Polish Forces under British Command, tell us:

- your service number, rank or rating;
- your branch of the forces, including your regiment or corps; **and**
- the dates you enlisted and were discharged

Please provide as much information as you can about your injury or disablement.

If you do not have all the information, tell us as much as you can.

If you are claiming as a civil defence volunteer or civilian, you must do so within three months of the date of your injury. The only general exception to this is if you have independent evidence of the injury which caused your disablement. But we do make other exceptions in special circumstances.

For the other groups mentioned, there are no time limits for claiming. But payment will normally only start from the date of your claim.

How we will pay you

If you are entitled to a pension we will normally make payment direct into an account. You can use a bank, building society or other account provider. Many banks and building societies will let you collect cash at the Post Office.

If you need more information, you can ring Veterans Helpline (UK only) on 0800 169 22 77.

If you live overseas payment is only available through banks or building societies.

What you should know about War Widow's or Widower's Pensions

Who is eligible for a War Widow's or Widower's Pension under the War Pensions Scheme?

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

- your husband's or wife's death was a result of his or her service in HM Forces;
- your husband or wife was a civil defence volunteer or a civilian and his or her death was a result of the 1939 to 1945 war;
- your husband or wife was a merchant seaman, a member of the naval auxiliary services, or a coastguard and his or her death was a result of an injury or disease he or she got during a war or because he or she was a prisoner of war;
- your husband's or wife's death was a result of his or her 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 or wife was getting a War Pensions Constant Attendance Allowance at the time of his or her death, or would have been if he had not been in hospital; **or**
- your husband or wife 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.

You are not entitled to a War Widow's or Widowers Pension as well as Bereavement Benefit. But the War Widow's or Widower's Pension is usually higher.

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

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

Higher rate

We will pay you a War Widow's or 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.

If you want to know more about the current rates of war pensions, allowances and lump sums, please see our **Leaflet-9 Rates of War Pensions and allowances.**

Income tax

War Widow's and Widower's Pensions and allowances have not been taxed since 6 April 1979. When you fill in your income tax return, write a note clearly on the form to say that you receive a War Widow's or Widower's Pension.The Tax Inspector will then ignore your War Widow's or Widower's Pension when he or she assesses how much income tax you have to pay. (Income and Corporation Taxes Act 1988 - subsection 318)

Supplementary pensions

If your husband or wife was discharged from HM Forces on or before 31 March 1973, we may pay you a supplementary pension.

Inheritance tax

When someone dies, Inheritance Tax must normally be paid if their estate is worth more than a certain amount.

However, if a serving or former member of the forces dies from (or death can be shown to have been hastened by), a wound sustained, or injury/ disease contracted on active service an application may be submitted to consider whether or not the estate may be exempt from Inheritance Tax.

For further information please contact;

Service Personnel and Veterans Agency
Joint Casualty & Compassionate Centre
(Deceased Estates)
Room 43
Building 182
Imjin Barracks
Innsworth
Gloucester
GL3 1HW

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 or wife 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 or wife dies.

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

The amount of money we can pay you is normally more than a War Widow's or Widower's Pension or Bereavement Benefit.

If you get Bereavement Benefit, we will have to reduce your allowance each week to take back the money that you have already had.

After 26 weeks you may receive a War Widow's or Widower's Pension or Bereavement Benefit.

War Orphan's Pension

We can pay a pension to a child who has lost both parents. The veterans welfare managers will do all they can to see that the child gets proper care, help and advice.

Help with funeral costs

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 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.

If you want to apply for help with the cost of a funeral, please get in touch with us at the address on page 34 as soon as you can. You must make a claim within three months of the funeral.

If we cannot help with the cost of the funeral, you may be able to get help from the Social Fund if you are getting Income Support, Pension Credit, Working Tax Credit, Housing Benefit or Council Tax Benefit.

If you want more information, please see leaflet **DWP1007 How the Social Fund can help you,** or ask your local Jobcentre Plus or Social Security Office.

How to claim

If you receive a claim form and a letter with this leaflet, **fill in the form and send it back to us within three months of the date of the letter. The address is on page 34.**

If you delay it will affect your claim and you could lose money.

If you want a claim form, you can write to us at the address on page 34.

If you are getting Housing Benefit or Council Tax Benefit, you must tell the council about your War Widow's or Widower's Pension. If you have been getting Housing Benefit or Council Tax Benefit or payment under the Council Tax Support Scheme since the start of your War Widow's or Widower's Pension, the council may have overpaid you and may ask you to repay some of the money.

Universal Credit will be replacing Housing Benefit. From 2014 individuals can opt to receive Universal Credit if it is more beneficial to them. It should be noted that war Disablement Pension is totally disregarded for Universal Credit purposes.

Remarriage

If you are a war widow or widower whose late spouse left Service before 31 March 1973 you can keep your pension if you remarry **after** 6 April 2005. Otherwise you must tell us straight away. This is because your pension will stop from the date of your marriage. You may however reclaim that pension if you become widowed again or if your marriage ends in divorce or judicial separation. If you are getting children's allowances, we may be able to continue paying them.

If you are in receipt of Temporary Allowance for Widows or Widowers when you remarry you must tell us straight away. This is because your Temporary Allowance will stop from the date of your marriage. We may be able to pay children's allowances. If your late spouse left Service before 31 March 1973 and you remarry **after** 6 April 2005 you may be able to receive a war widow's or widower's pension.

Living with a partner as husband and wife

If you are a war widow or widower whose late spouse left Service before 31 March 1973 you can keep your pension if you start living with a partner **after** 6 April 2005. Otherwise you must tell us straight away. This is because your pension will stop from the date of you start living together. If you are getting children's allowances, we may be able to continue paying them.

If you are in receipt of Temporary Allowance for Widows or Widowers when you begin living together as husband and wife you must tell us straight away. This is because your Temporary allowance will stop from the date you begin living with a partner. We may be able to pay children's allowances. If your late spouse left Service before 31 March 1973 and you begin living with a partner **after** 6 April 2005 you may be able to receive a war widow's or widower's pension.

Access to Health Services - Priority treatment for Veterans

All veterans in England, Scotland and Wales should receive priority access to NHS secondary care for any conditions which are likely to be related to their service, subject to the clinical needs of all patients. Make sure your GP and hospital know you are a veteran.

There are currently no arrangements with Health Authorities in Northern Ireland. Their aim is that all patients should have access to treatment within a reasonable timescale.

Other Benefits or allowances you may be entitled to

There are various Government Departments who offer financial help and other support if;

- you're on a low income (employed or looking for work)
- you have dependant children
- you're sick or disabled
- you're caring for someone
- you're 60 or over
- you have been bereaved
- you're pregnant or have recently had a baby

The Veterans UK helpline will be able to offer you general advice and guidance on these benefits, pensions or any other issues that may be affecting you.

Alternatively, you can find out more on the Jobcentre Plus website at www.jobcentreplus.gov.uk. If you want to speak to someone, contact your local Jobcentre Plus, Pension Centre or Social Security Office. You can find contact details in the phone book or on the Jobcentre Plus website. If you live in Northern Ireland contact the Government of Northern Ireland Health and Social Services.

Useful Websites

- www.gov.uk
- www.jobcentreplus.gov.uk
- www.dwp.gov.uk
- www.thepensionservice.gov.uk
- www.hrmc.gov.uk

Useful telephone Numbers

0800 055 6688 - Job Centre Plus

0845 300 3900 - Tax Credits Helpline

0800 99 1234 - The Pensions Service

0800 882 200 - Benefits Enquiry Line

08457 123 456 - Disability Benefits Helpline

01253 856 123 - Carer's Allowance Enquiries

Veterans Welfare Service

Veterans Welfare Service provide professional advice, guidance and support to Veterans and their families.

Our network covers the whole of the UK, and the Irish Republic.

If you want help and advice from a Welfare Officer, you can get in touch with your nearest Veterans Welfare Office. Welfare Officers can give you free and confidential advice about War Pensions. Simply call 0800 169 2277 to get details of your nearest Veterans Welfare Service.

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 and 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: 0208 590 1124
Fax: 0208 599 2932
web: www.blesma.org
e-mail: 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: 0207 823 4273/ 4283 (Welfare)
web: www.burmastar.org.uk
e-mail: burmastar@btconnect.com

The association provides 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

Tel: 01372 587000
web: www.combatstress.org.uk

e-mail: contactus@combatstress.org.uk

The society cares for ex-members of HM 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.

Defence Medical Welfare Service
The Old Stables
Redenham Park
Fyfield
Andover
Hampshire
SP11 9AJ

Tel: 01264 774000

web:www.dmws.org.uk

e-mail: info@dmws.org.uk

Purpose:

The Defence Medical Welfare Service (DMWS) delivers an independent and impartial 24 hour specialist welfare service to those members of the British Armed Forces who are receiving hospital care, their dependant relatives and entitled civilians in order to contribute to the coherence of the recovery and rehabilitation pathway for service personnel. The crucial practical and emotional support is provided at times when it is most needed and is bound by a code of confidentiality.

Mission:

To provide a high-quality hospital welfare service to the military community both serving and their dependants, on operations and static locations in UK and Overseas in order to sustain the delivery of military capability.

The National Gulf Veterans and Families Association
Building E Office 8
Chamberlain Business Centre
Chamberlain Road
Hull
HU8 8HL
Tel: 0845 257 4853
www.ngvfa.org.uk
e-mail: info@ngvfa.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: 0207 730 2400
Fax: 0207 730 0020
web: www.nfsassociation.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.

Gurkhas Welfare Support Office
New Normandy Barracks
Evelyn Woods Road
Aldershot
Hants
GU11 2LZ
Tel: 01252 355127

The Officers' Association
1st Floor
Mountbarrow House
6-20 Elizabeth Street
London
SW1W 9RB
Tel (Benevolence): 0207 808 4175/6
or 0845 873 7150
Tel (Accommodation): 0207 808 4166
or 0845 873 7140
e-mail: em@oaed.org.uk

Or, if resident in Scotland
New Haig House
Logie Green Road
Edinburgh
EH7 4HO
Tel: 0131 550 1581
web: www.officersassociation.com
e-mail: gs@oascotland.org.uk

The Officers' Association (contd)

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 Alfred Seafarers' Society
Head Office
Weston Acres
Woodmansterne Lane
Banstead
Surrey
SM7 7AH

Tel: 01737 253763

Fax: 01737 362678

web: www.royalalfredseafarers.com

e-mail: royalalfred@btopenworld.com

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.

The Royal Airforces Association
1171/2 Loughborough Road
Leicester
LE4 5ND

Tel: 0116 266 5224
Fax: 0116 266 5012
web: 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: 0203 207 2100
Pens Dept: 020 3207 2164/2168/2169

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 it's branches and 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: 0131 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 Naval Association
Room 209, Semaphore Tower
PP70
HM Naval Base
Portsmouth
Hants
PO1 3LT

Tel: 02392 723823
Fax: 02392 723371
web: www.royal-naval-association.co.uk

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 Hospital
Chelsea
London
SW3 4SR
Tel: 0207 881 5200
web: www.chelsea-pensioners.co.uk
e-mail: 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 Benevolent Trust
Castaway House
311 Twyford Avenue
Portsmouth
Hampshire
PO2 8PE
Tel: 02392 690112
Fax: 02392 660852
web: www.rnbt.org.uk
e-mail: 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 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
4 North Street
Wilton Salisbury
Wiltshire
SP2 0HE

Tel: 01722 744030

e-mail: therpfc@tiscali.co.uk

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

Blind Veterans UK (*formerly St Dunstan's since 1915)*
12-14 Harcourt Street
London
W1H 4HD

Tel: 0207 616 7982

web:www.blindveterans.org.uk

e-mail: enquiries@blindveterans.org.uk

We're Blind Veterans UK, formerly St Dunstan's and we believe that no one who's served our country should battle blindness alone, that's why we're here to help with a lifetime's practical and emotional support, regardless of when they served and how they lost their sight. We help blind veterans to recover their independence and discover a life beyond sight loss.

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

Tel: 0207 403 8783
web: www.ssafa.org.uk

e-mail: 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.

Forces Pensions Society
68 South Lambeth Road
Vauxhall
London
SW8 1RL

Tel: 0207 820 9988
web: www.forpen.co.uk

e-mail: memsec@forpen>co.uk

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

War Widows' Association of Great Britain
c/o Haig House
199 Borough High Street
London
SE1 1AA

Tel: 0203 207 2100

e-mail: 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.

Other organisations that can help

Motability

Motability is an independent voluntary organisation. They help disabled people to use their War Pensioner's Mobility Supplement, Disability Living Allowance, Mobility Component or Personal Independence Payment mobility component at the enhanced rate to buy or hire a car or powered wheelchair. If you want more information, write to:

Motability
Goodman House
Station approach
Harlow
Essex
CM20 2ET

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

You can contact us by e-mail at:
veterans.help@spva.gsi.gov.uk

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

Open government

SPVA 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.**

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.**

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:

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.

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