



**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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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 pension, how much you will get, and when you will 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 8.

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)

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 you as full a service as a UK welfare manager.

Staying abroad permanently - Payment while you are abroad

If you decide to go abroad for **more than 3 months** please complete form **WPA0168** at the back of this leaflet, 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 can continue to be made into your UK bank account. If you wish, payment may be made directly into an overseas bank account. Payment will be made in £ sterling and converted into local currency by the receiving bank using the exchange rate appropriate at the time.

There are some countries that do not have the facility to accept direct payments into bank accounts. 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 you have not been paid or we have paid you the wrong amount.

About payment changes

Increases in War Pensions

War Pension normally goes 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 rate affect the way your war pension is converted from sterling into your local currency.

Paying for 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 cost 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

As there is no NHS overseas, SPVA may meet the cost of treatment for your accepted war pension condition(s) 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 condition(s).

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.

Paying for medical treatment

Appliances

If you have an artificial limb, surgical shoes, hearing aid or any other appliance that you need because of your accepted condition(s), 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.

Returning to the UK

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**.

Data protection

The Ministry of Defence is a Data Controller for the Data Protection Act 1998. Under the act you have a right of access to your personal information held by the Service Personnel and Veterans Agency. If you want to ask for a copy of that information, please write to us quoting your National Insurance number.

The Ministry of Defence is committed to ensuring that all your personal data is processed in accordance with the Data Protection Act 1998.

The personal data (including sensitive personal data, for example information about your physical or mental health condition) collected and contained within this form will be retained on your physical file and may be used for all lawful purposes including:

- by the Ministry of Defence and its agents in connection with all matters relating to the AFCS claim or War Pension claim and any other claims against the Ministry of Defence
- by other Government Departments which have a legitimate interest in this information for example for the purposes of research or for the prevention and detection of crime.

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 a copy of the Freedom of Information act 2000 is available to view on the Internet: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.

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?

Form WPA0168

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

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