

## Useful HELPLINES for Armed Forces, Families & Veterans

Note: (1). Unless stated, assume telephone lines are open from 0900-1600 Mon to Fri, (2). This list of numbers is not exhaustive.

Service	Source	Type	Name/ Nature	Number	Charge/ Rate	Remark(s)
Joint	MOD	Personnel	MOD Medal Office (JPA Enquiry Centre)	0141 224 3600	National	Option 2. The MOD Medal Office is the sole authority for the issue of medals authorised by Her Majesty to British Service personnel and veterans. Lines are open: Mon to Thu 0815-1715 and Fri: 0815-1630
Joint	MOD	Personnel	SPVA – JPA Enquiry Centre	0141 224 3600	National	Option 4. Advice and information on Service Personnel issues. Lines are open: Mon to Fri 0700-1900
Joint	MOD	Personnel	SPVA – JPA Enquiry Centre	0800 085 3600	Freephone	UK only. Advice and information on Service Personnel issues. Lines are open: Mon to Fri 0700-1900
Joint	MOD	Personnel	Service Complaints Commissioner	scc@armedforcescomplaints.independent.gov.uk	E-Mail only	The Commissioner provides an alternative point of contact for you to make a complaint about unacceptable behaviour against you. She is there if, for whatever reason, you do not wish to make a complaint directly to your Commanding Officer. She will ensure that you are treated properly.
Joint	MOD	Personnel	Bullying and Harassment Advice	0800 345 7772	Freephone	Mil: 93 345 7772
Joint	MOD	Personnel	Bullying and Harassment Advice	01255 829572	National	Mil: 93 345 7772. Worldwide
Joint	MOD	Veterans	(SPVA) Veterans Free Helpline	0800 169 22 77	Freephone	UK only. Advice and information on veterans issues. Lines are open: Mon to Thu 0815-1715 and Fri: 0815-1630
Joint	MOD	Veterans	(SPVA) Veterans Helpline	01253 866043	National	Advice and information on veterans issues. Lines are open: Mon to Thu 0815-1715 and Fri: 0815-1630
Joint	MOD	Veterans	(SPVA) Veterans Helpline	01626 353961	National	For Polish veterans. Advice and information on veterans issues. Lines are open: Mon to Thu 0815-1715 and Fri: 0815-1630
Joint	MOD	Veterans	The Commonwealth War Graves Commission	01628 507200	National	For casualty information and enquiries
Joint	MOD	Veterans	The Commonwealth War Graves Commission	01628 634221	National	For general enquiries
Joint	MOD	Welfare	BFPO Helpline	020 8818 6450	National	From Overseas
Joint	MOD	Welfare	BPFO Customer Care Unit	08457 697978	Local	Option 1. UK only. General enquiries letters and parcels
Joint	MOD	Welfare	SaBRE (Supporting Britain's Reservists and Employers)	0800 389 5459	Freephone	SaBRE (Supporting Britain's Reservists and Employers) is a Ministry of Defence (MOD) marketing and communications campaign, set up in October 2002 with the goal of gaining and maintaining the support of employers of Reservists
Joint	MOD	Health	Gulf Veterans Helpline	0800 169 4495	Freephone	With Answerphone
Joint	MOD	Health	Medical Assessment Programme Helpline	0800 169 5401	Freephone	With Answerphone
Joint	MOD	Health	Porton Down Volunteers Helpline	0800 783 2521	Freephone	Lines are open: 0800-1400 Mon to Fri. With Answerphone
Joint	MOD	Education	Service Children's Education Advisory Service	01980 618244	National	With Answerphone. To provide an effective and efficient education service, from Foundation Stage through to sixth form, for dependent children residing with MOD personnel serving outside the United Kingdom to enable those children to benefit from their residence abroad
Joint	MOD	Education	Service Children's Education Advisory Service - Rhine	49 (0)2161 472 8505	National	With Answerphone
Joint	MOD	Education	Service Children's Education Advisory Service - Gütersloh/Osnabrück	49 (0)521 9254 3541	National	With Answerphone
Joint	MOD	Education	Service Children's Education Advisory Service - Hohne/Paderbor	49 (0)521 9254 3542	National	With Answerphone
Joint	MOD	Education	Service Children's Education Advisory Service - Cyprus	357 2596 3978	National	With Answerphone
Joint	MOD	Ops	Defence Vetting Agency Customer Relations Helpdesk	01904 662 644	National	Mil: 94 777 2644. With Answerphone. The DVA's task is to carry out national security checks, through a process called "vetting". It vets people in the Armed Services the MOD civil service, defence contractors, and certain other government departments and organisations

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Joint	MOD	Ops	Recruiting Helpline	0845 603 8000	Local	Lines are open: 0800-2200 Mon to Sun. With Answerphone
Joint	MOD	Accommodation	Defence Estates Head Office	0121 311 2140	National	Reception Open from 0900-1600 Mon to Fri
Joint	MOD	Accommodation	Modern Housing Solutions	0800 707 600	Freephone	Open 24 hrs
Joint	MOD	Accommodation	Defence Estates Housing Information Centre	0800 169 6322	Freephone	Mil: 94 510 8000. Lines are open: 0830-1630 Mon to Fri. For all housing enquiries relating to Service family accommodation in England, Wales and Scotland, please contact your local Housing Information Centre (HIC) which are: England & Wales - 0800 707 6000 Scotland - 0800 326 6337 NI - 0800 330 4651
Joint	MOD	Accommodation	Defence Estates Housing Information Centre	01904 418000	National	Lines are open: 0830-1630 Mon to Fri. For all housing enquiries relating to Service family accommodation in England, Wales and Scotland, please contact your local Housing Information Centre (HIC). This number must be dialled if you are phoning from overseas and have no access to the military telephone network
Joint	MOD	Accommodation	Joint Services Housing Advice Office	01722 436 2575	National	With Answerphone. General enquires
Joint	Charitable	Welfare	SSAFA Forces Help Confidential Support Lines - UK	0800 731 4880	Freephone	Lines are open: 1030 to 2230 (UK local time) every day. It is completely independent of the military chain of command and service is totally confidential. Experienced civilian staff provides a listening and advisory service for Serving personnel and their families and former members of the Armed Forces. Where possible, will give you factual information
Joint	Charitable	Welfare	SSAFA Forces Help Confidential Support Lines - Germany	0800 1827 395	Freephone	
Joint	Charitable	Welfare	SSAFA Forces Help Confidential Support Lines - Cyprus	080 91065	Local	
Joint	Charitable	Welfare	SSAFA Forces Help Confidential Support Lines - FI	# 6111	Local	
Joint	Charitable	Welfare	SSAFA Forces Help Confidential Support Lines - World Wide	01980 6308540	National	
Joint	Charitable	Welfare	SSAFA Forces Help Housing Advice	01722 436400	National	Lines are open: 0915 to 1700 Mon to Fri (answering machine for call back outside these times)
Joint	Charitable	Welfare	SSAFA Forces Help Confidential Support Lines - AWOL	01380 738137	National	Lines are open: 0900 to 1000 Mon to Fri (answering machine for call back outside these times). Service Personnel who are absent without leave (AWOL) can now speak in complete confidence to the SSAFA AWOL
Joint	Charitable	Welfare	SSAFA Forces Help	0845 1300 975	Local	With Answerphone. General enquires. Provide support for the serving men and women in today's Armed Forces and for those who have served - even if it was only for a single day. They also care for the needs of their families and
Joint	Charitable	Welfare	SSAFA Forces Help	020 7403 8783	National	With Answerphone
Joint	Commercial	Welfare	Defence Medical Welfare Services	020 7587 3050	National	Provides practical and emotional support to military personnel and other entitled patients in hospital.
Joint	Charitable	Welfare	The Officers' Association (Benevolence Department)	020 7808 4175	National	With Answerphone. The Officers' Association is committed to providing assistance to anyone, male or female, who has held a commission in any of Her Majesty's Forces, or their widows or dependants
Joint	Charitable	Welfare	Association of Jewish Ex-Servicemen and Woman	020 8202 2323	National	Organising educational and social functions, assisting in social welfare work, arranging outings for disabled people, providing financial assistance to people in need and offering advice where necessary
Joint	Charitable	Welfare	British Limbless Ex-Service Men's Association	020 8590 1124	National	With Answerphone. Advice on pensions and related legislation assistance in making representations to government departments concerning disability pensions and allowances. Homes at Blackpool and Crieff in Scotland for permanent residents, convalescence and holidays. Over 30 branches throughout UK provides visits and advice to those eligible for membership and their widows. Financial assistance also provided

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Joint	Charitable	Welfare	Project Compass	020 8811 2767	National	Project Compass was established by the Ministry of Defence, KPMG and Business in the Community to help ex-Service personnel who are unemployed, living in temporary accommodation and at risk of homelessness. The ultimate goal is to help ex-Service clients gain the right training, experience and opportunity to secure sustained employment in their h
Joint	Charitable	Welfare	League of Remembrance	020 7829 7818	National	With Answerphone. To provide companionship, financial assistance and support of dependants and retired members of the Armed Forces and retired
Joint	Charitable	Welfare	Not Forgotten Association	020 7730 3660	National	With Answerphone. To act generally for the benefit of disabled and wounded Service and ex-Service personnel. Provide TV sets for those whose mobility is restricted, licences provided where financial need arises, group holidays which include outings, subsidised holidays, day outings, in-house entertainments and concerts in ex-service care homes
Joint	Charitable	Welfare	The Royal British Legion	08457 725725	Local	Lines are open 1000-1600 Mon to Fri. With Answerphone. Uniting men and women who have served or are serving in HM Forces, raising funds to assist ex Servicemen and women and their dependants who find themselves in difficulties. Welfare and benevolence, providing grants, assisting pension claimants, giving careers advice, providing residential and convalescent care, small advocacy service and loan scheme for ex-Servicemen and
Joint	Charitable	Welfare	The Royal British Legion Scotland	0131 557 2782	National	With Answerphone. The Royal British Legion Scotland exists to promote remembrance and comradeship and in a partnership with other ex-Service charities to be responsible for the provision of welfare, benevolence and pension support of ex-Servicemen and women and their dependants throughout Scotland. Social and emotional support are provided through a nationwide network of Branches and Clubs across Scotland, together with opportunities to take part in sport and piping competitions, ceremonial events such as Acts of Remembrance and ongoing work including Poppy Appeal, welfare support and Branch/Club management
Joint	Charitable	Welfare	British ex-Services Wheelchair Sports Association	01326 318780 (am) 01670 363192 (pm)	National	As well as helping those who have been injured with their rehabilitation through sport and sports medicine, BEWSA also encourages its athletes to compete to the highest standards of competition. In support of the welfare of our members, BEWSA has its own Welfare Officer who, working with The Royal British Legion (RBL) and Service charities / associations, can offer advice on the full range of welfare and disability matters and if necessary make representation to RBL or service agencies on a member's behalf
Joint	Charitable	Welfare	Confederation of British Service & Ex-Service Organisations	020 7202 8322	National	With Answerphone. Secretary's Number. COBSEO is established to represent, promote and further the interests of Service and ex-Service men and women of all ranks, and of their spouses and dependants by all practical, legal and proper means
Joint	Charitable	Welfare	Forces Children's Trust	01737 361077	National	The Forces Children's Trust is a charity devoted to helping dependant children that have lost a parent whilst serving with the Armed Forces
Joint	Charitable	Welfare	Veterans' Scotland	0131 557 2782	National	With Answerphone. Veterans Scotland's objective is to relieve suffering hardship and distress and to promote the relief of need and to promote education among men or women who have at any time served with any branch of the naval, military and air forces of the Crown or her allies
Joint	Charitable	Health	Douglas Haigh Memorial Homes	020 8685 5777	National	To provide housing for the ex-Service community

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Joint	Charitable	Health	Ex-Services Mental Welfare Society (Combat Stress)	01372 841600	National	Lines are open 0900-1700 Mon to Fri. With Answerphone. To provide assistance to men and women of all ranks suffering from psychiatric disability who have served in the Armed Forces or Merchant Navy. Run three treatment centres, regional welfare officers visit clients in their homes. Assistance with claims for war disablement pensions and evaluation of how best to help cope
Joint	Charitable	Resettlement	Regular Forces Employment Association	0121 236 0058	National	
Joint	Volunteer	Welfare	Armed Forces Lesbian & Gay Association	0870 740 7755	Local	Lines are open: Wed (1900-2100). Sun (0900-1900)
Joint	Independent	Welfare	Forces Pension Society	020 7820 9988	National	The three primary objectives of the Forces Pension Society are: to secure equitable and justified conditions in the Armed Forces Pension Scheme for all ranks of all 3 Services, both serving and retired and for their widows, widowers and dependants; to seek resolution of the iniquitous legacy issues, from which certain Service pensioners and their dependants continue to suffer; and, to advise and assist members of the Society on Service pension problems and related
Joint	Commercial	Health	BUPA MOD Office	0800 281 440	Freephone	UK only
Joint	Commercial	Health	BUPA MOD Office	01929 477 300	National	From Overseas
RN	MOD	Welfare	RN Community Helpdesk	02392 583806	National	Lines are open: Mon to Fri 0800-1630 (1600 on Fri)
RN	Charitable	Personnel	White Ensign Association	020 7407 8658	National	Secretary's Number. Mil: 96 21 81945. Lines are open: Mon to Thu 0830-1700 and Fri 0830-1530. With Answerphone. Naval charity whose aim is to inform and provide guidance to all Service and ex-Service personnel of the Royal Navy and Royal Marines, and their Reserves, on personal administration and finance and resettlement and employment on an unbiased confidential and free basis
RN	Charitable	Welfare	Royal Naval Benevolent Society for Officers	020 7402 5231	National	To afford financial assistance when in need to officers of the Royal Navy and Royal Marines and their respective Reserves, both active service and retired, and to their widows, ex wives and dependants
RN	Charitable	Welfare	Royal Naval Benevolent Trust	023 9269 0112	National	To give help, in cases of need, to serving and ex-serving ratings of the Royal Navy and other ranks of the Royal Marines and their dependants. Operating an annuity scheme financial support, nursing and residential home for elderly Sailors and Royal Marines and their wives and widows. Advice on welfare
RN	Charitable	Welfare	Royal Sailors' Rests	023 9265 0505	National	With Answerphone. To provide moral, physical and spiritual welfare through Christian homes from home for serving and retired Naval and Royal Marines personnel and their families in the major naval ports, as an alternatives to pubs etc. Providing a wide range of recreational and sporting activities for sailors, marines and their families
RN	Charitable	Welfare	Seafarers UK	020 7932 0000	National	With Answerphone. It is an umbrella organisation that awards grants to other maritime charities
RN	Charitable	Welfare & Amenities	The Royal Navy and Royal Marines Charity	023 9254 8076	National	Answer phone available. The RNRMC provides grants to serving and former members of the Royal Navy and Royal Marines. Specific grants are made to ships, units and establishments for amenities. Grants are also made to Naval charities.
Army	MOD	Welfare	The Army Welfare Information Service	01722 436569/ 436461	National	The Army Welfare Information Service (AWIS) exists to give information and advice to Army Families and single Servicemen/Women both Serving and TA/Reservists. The Information Service is staffed by trained personnel who are thoroughly experienced in most of the problems encountered by Army Families whether they are simple, routine queries or difficult matters of a family or personal nature

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Army	MOD	Welfare	HIVE UK & Overseas	01722 437980	National	Mil: 94 331 Ext 4980. The HIVE Information Service is a tri-Service information network, available to all members of the service community. To find out about relocation, local unit and civilian facilities, places of interest, schools and further education, housing, healthcare facilities, employment and training opportunities in your location use the links below to find the nearest HIVE Information Centre. Alternatively fill in an online Information Request Form by clicking the link to the right
Army	Charitable	Welfare	Army Benevolent Fund	0845 241 4820	Local	With Answerphone. The Army's central charity which is committed to the welfare of Army and ex Army personnel and their families. The ABF provides
Army	Charitable	Welfare	Army Benevolent Fund	020 7591 2060	National	
Army	Charitable	Welfare	At Ease	020 7247 5164	National	With Answerphone. Counselling and advice work, legal advice, human rights issues. Free service for members of the Armed Forces, including Reservists and their families
Army	Volunteer	Welfare	Army Families Advice Bureau	01722 436569/2461	National	The Army Families Advice Bureau (AFAB) exists to give information and advice to Army Families and single service personnel. The Bureau is staffed by trained personnel who are thoroughly experienced in most of the problems encountered by Army Families whether they are simple, routine queries or difficult matters of a family or personal nature. They will point you in the right direction for professional help and advice. AFAB staff are also in regular touch with the military and civilian agencies that can provide assistance and advice on almost any subject. AFAB produces and circulates to all units, information sheets and leaflets on a wide range of subjects of particular interest to military personnel and their families. These information sheets and leaflets provide a substantial source of reference information that is instantly available to any soldier and his family
Army	Volunteer	Welfare	Army Families Federation			
RAF	MOD	Welfare	RAF Families Federation	01780 781650	National	The RAF Families Federation exists to provide an independent voice for the serving RAF and their families (spouses, partners, parents, children, siblings) on issues of concern to them
RAF	Charitable	Welfare	RAF Benevolent Fund	0800 169 2942	Freephone	To assist those of the extended RAF family in distress resulting from sickness, disability, infirmity or poverty. Welfare assistance includes residential, convalescence and respite care help with housing and education, subsistence grants and help through other specialist charities
RAF	Charitable	Welfare	RAF Association	0116 266 5224	National	Established to provide comradeship and welfare to serving and ex-serving RAF personnel and their families, RAFA is making an increasing contribution to the welfare of serving personnel via Contact Houses, Internet Cafes and parenting the new RAF Families Federation. The Association can provide respite care, sheltered housing and general comradeship and support to the RAF family and it has a network of welfare officers across the country and overseas to whom RAF personnel can turn. Most units also have a RAFA Liaison Officer (RAFALO) so if you want to find out more, you could always contact your local RAFALO