

From 29 September this document is archived and superceded by Section 2.5 of the Policy Paper 2015 – 2020

<https://www.gov.uk/government/publications/armed-forces-covenant-2015-to-2020/armed-forces-covenant>

## Useful HELPLINES for Armed Forces, Families & Veterans

**Note (1). Unless stated, assume telephone lines are open from 0900-1600 Mon to Fri. 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 personal 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 only. 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	ssc@armed forcescomplaints.independent.gov.uk	E-mail only	
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 amd Fri: 0815-1630
Joint	MOD	Veterans	(SPVA) Veterans Helpline	01253 866043	National	Advice and information on vetetrans issues.Lines are open: Mon to Thu 0815-1715 amd Fri: 0815 -1630
Joint	MOD	Veterans	(SPVA) Veterans Helpline	01626 353961	National	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 informa ion 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	BFPO 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	

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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.
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 – Gutersloh/Osnabruck	49 (0)521 9254 3541	National	With Answerphone
Joint	MOD	Education	Service Children's Education Advisory Service – Hohne/Paderborne	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 622 644	National	Mil: 94 777 2644. With Answerphone.
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 hours
Joint	MOD	Accommodation	Defence Estates Housing Information Centre	0800 169 6322	Freephone	Mil: 94 510 8000. Lines are open:0830-1630 Mon to Fri.
Joint	MOD	Accommodation	Defence Estates Housing Information Centre	01904 418000	National	Lines are open 0830-1630 Mon to Fri.
Joint	MOD	Accommodation	Joint Services Housing Advice Office	01722 436 2575	National	With Answerphone. General enquiries
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.
Joint	Charitable	Welfare	SSAFA Forcss Help Confidential Support Lines – Germany	0800 1827 395	Freephone	
Joint	Charitable	Welfare	SSFAA Forces Help Confidential Support Lines – Cyprus	080 91065	Local	
Joint	Charitable	Welfare	SSAFA Forcss Help Confidential Support Lines – FI	# 6111	Local	
Joint	Charitable	Welfare	SSAFA Forces Help Confidential Support Lines –	01980 6308540	National	

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			Worldwide			
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 Confidential Support Lines – AWOL	01380 738137	National	Lines are open 0900 to 1000 Mon to Fri (answering machine for call back outside these times).
Joint	Charitable	Welfare	SSAFA Forces Help	0845 1300 975	Local	With Answerphone.
Joint	Charitable	Welfare	SSAFA Forces Help	020 7403 8783	National	With Answerphone
Joint	Commercial	Welfare	Defence Medical Welfare Services	020 7587 3050	National	
Joint	Charitable	Welfare	The Officer's Association (Benevolence Department)	020 7808 4175	National	With Answerphone.
Joint	Charitable	Welfare	Association of Jewish Ex-Servicemen and Women	020 8202 2323	National	
Joint	Charitable	Welfare	British Limbless Ex-Service Men's Association	020 8590 1124	National	With Answerphone.
Joint	Charitable	Welfare	Project Compass	020 8811 2767	National	
Joint	Charitable	Welfare	League of Remembrance	020 7829 7818	National	With Answerphone.
Joint	Charitable	Welfare	Not Forgotten Association	020 7330 3660	National	With Answerphone.
Joint	Charitable	Welfare	The Royal British Legion	08457 725725	Local	Lines are open 1000-16:00 Mon to Fri with answerphone.
Joint	Charitable	Welfare	The Royal British Legion – Scotland	0131 557 2782	National	With answerphone.
Joint	Charitable	Welfare	British ex-Services Wheelchair Sports Association	01326 318780 (am) 01670 363192 (pm)	National	
Joint	Charitable	Welfare	Confederation of British Service and Ex-Service Organisations	020 7202 8322	National	Secretary's Number with Answerphone
Joint	Charitable	Welfare	Forces Children's Trust	01737 361077	National	Is a charity devoted to helping dependent children
Joint	Charitable	Health	Douglas Haigh Memorial Homes	020 8685 5777	National	To provide housing for ex-Service community
Joint	Charitable	Health	Ex-Service Mental Welfare Society (Combat Stress)	01372 841600	National	Lines open 0900-1700 Mon to Fri with Answerphone
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	
Joint	Commercial	Health	BUPA MOD Office	0800 281 440	Freephone	UK only
Joint	Commercial	Health	BUPA MOD Office	01929 477 300	National	From Overseas

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RN	MOD	Welfare	RN Community Helpdesk	02392 583806	National	Lines are open: Mon to Fri 0800-1630.
RN	Charitable	Personnel	White Ensign Association	020 7407 8658	National	
RN	Charitable	Welfare	Royal Naval Benevolent Society for Officers	020 7402 5231	National	
RN	Charitable	Welfare	Royal Naval Benevolent Trust	023 9269 0112	National	
RN	Charitable	Welfare	Royal Sailors' Rest	023 0265 0505	National	With answerphone
RN	Charitable	Welfare	Seafarers UK	020 7932 0000	National	With answerphone
RN	Charitable	Welfare and Amenities	The Royal Navy and Royal Marines Charity	023 9254 8076	National	Answerphone available.
Army	MOD	Welfare	The Army Welfare Information Service	01722 436569/436461	National	
Army	MOD	Welfare	HIVE UK & Overseas	01722 437980	National	
Army	Charitable	Welfare	Army Benevolent Fund	0845 241 4820	Local	With Answerphone
Army	Charitable	Welfare	Army Benevolent Fund	020 7591 2060	National	
Army	Charitable	Welfare	At Ease	020 7247 5164	National	With Answerphone
Army	Volunteer	Welfare	Army Families Advice Bureau	01722 436569/2461	National	
Army	Volunteer	Welfare	Army Families Federation			
RAF	MOD	Welfare	RAF Families Federation	01780 781650	National	
RAF	Charitable	Welfare	RAF Benevolent Fund	0800 169 2942	Freephone	
RAF	Charitable	Welfare	RAF Association	0116 266 5224	National	