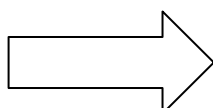


## Service Personnel and Veterans Agency to join Defence Business Services

On 1 Apr 14, the Service Personnel and Veterans Agency (SPVA) will become part of the Ministry of Defence's (MOD's) Defence Business Services (DBS) organisation.

The merger into DBS will create a single organisation within MOD providing HR and other support for all our Armed Forces and civilian personnel, as well as providing veterans support and other functions in support of Defence. Following merger, DBS will be one of three Government Shared Services Centres providing services to 1.2 million active end users and up to 4.6 million veterans.

### Change of name



The SPVA name and logo will be phased out from 1 Apr 14. It will be replaced with the MOD brand/crest. SPVA's service delivery functions will be re-named as follows:

- 'SPVA Veterans Services Directorate', which delivers Armed Forces pensions, compensation schemes and welfare support will become '**Veterans UK**', taking the name of the existing Veterans UK website and helpline services.
- 'SPVA's Military HR functions will become '**DBS Military Personnel**'.

Veterans and Service Personnel should be reassured that as far as SPVA services are concerned, it is business as usual from 1 Apr. Whilst our name will change, the significant planning and preparation undertaken means that SPVA's current functions will move seamlessly into the new organisation. Specifically:

- There will be no changes to the Veterans UK website, other than the SPVA logo and references to SPVA in text being amended.
- The Veterans UK helpline number will stay the same – 0808 1914 2 18

### Email address changes

There will, however, be changes to current SPVA email addresses and these will be amended to include 'DBS' in individual staff email addresses. The 'veterans help' email enquiry service [veterans.help@spva.gsi.gov.uk](mailto:veterans.help@spva.gsi.gov.uk) will change to [veterans-uk@mod.uk](mailto:veterans-uk@mod.uk). However, emails sent to existing 'SPVA' addresses will initially be redirected for a period of time and the 'veterans help' address for many months.