



BENEFICIARIES Receiving support on the Virtual or Welfare Hubs

As part of my support package which will involve me attending the Veteran's VirtualHub/WelfareHub, or contact through telephone provided by Forces Online CIO or other methods arranged by my Councillors.

I have been made aware that the people providing the support are volunteers and giving up their own time to provide this support, and that I should make every effort to attend the arranged meetings.

Where I cannot attend any of the pre-arranged meetings, then I agree to make every effort to inform Forces Online CIO, and where possible I will ensure that this is not at the last moment, because I know the time allocated to me is valuable, and the support staff could make better use of the time, and maybe able to allocate my canceled appointment time to another beneficiary. Where possible 48 hours' notice would be preferable, and in emergency circumstances Forces Online CIO would accept 24.

I have also been made aware that the current resources are limited and that any last-minute cancellations could affect future appointments.

As a note in other agencies, people have had their cases closed through lack of attending appointments and cancellations at very short notice.

CANCELLATION NUMBER:

0300 300 2288