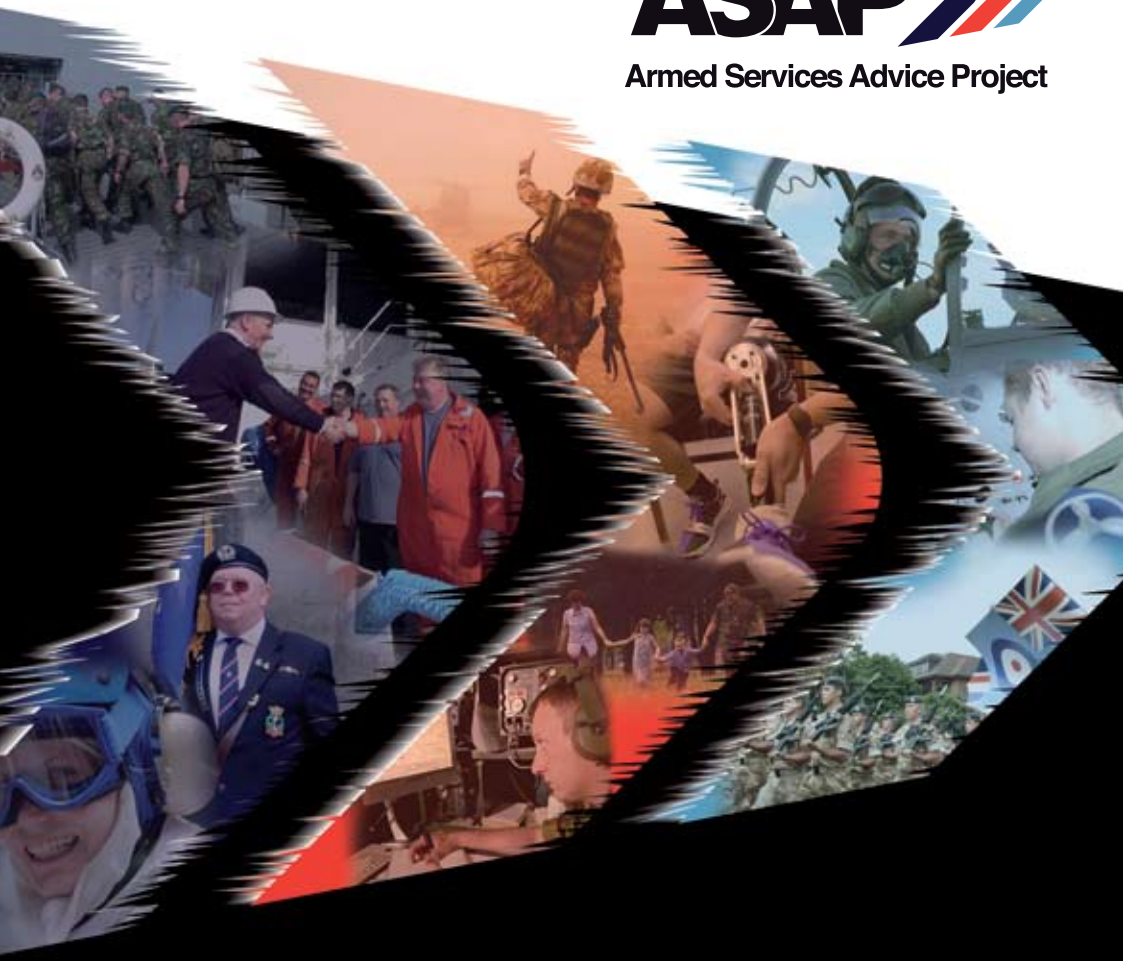
ASAP

Armed Services Advice Project



Advice and information for the Armed Forces Community

citizens advice bureau

ASAP
Armed Services Advice Project

ASAP - advice and information for the Armed Forces Community

The Armed Services Advice Project (ASAP) has been created to be the focal point for the Armed Forces Community in Scotland for access to advice, information and support.

ASAP is provided by the Scottish Citizens Advice Bureau Service, a highly trusted network with decades of experience delivering a free, independent, confidential and impartial advice and information service to the general public. The project is funded by: Poppyscotland, the Royal Air Force Benevolent Fund, The Maritime Charities Funding Group, ABF the Soldiers' Charity, Soldiers, Sailors, Airmen and Families Association – Forces Help (SSAFA Forces Help), The Robertson Trust and Turn2us.

Who can use ASAP?

You can contact ASAP if you are in one of the groups listed below:

- currently serving in the Armed Forces, either Regular or Reserve, or a dependant of someone who is
- have served in the Armed Forces, either Regular or Reserve, or a dependant of someone who has
- a member of the Merchant Navy who served in a commercial vessel in support of legally defined UK military operations, or a dependant.

If you're not sure whether this service is for you, then call us on:

0845 231 0300

and talk to one of our trained advisers.

What kind of problems can we help you solve?

Lots of the difficulties encountered by people in the Armed Forces Community are shared by those from different walks of life. Others are not. In either case, ASAP can help.

We have information on a massive range of issues, including:

- Benefits – entitlements, support with applications and appeals against unfair decisions
- Debt and money advice – debt management, income maximisation and improving your financial situation
- Housing – whether you rent, are an owner occupier or are homeless
- Work-related problems – terms and conditions, dismissal, sickness absence, intimidation, unfair dismissal and redundancy issues
- Consumer issues – help with everything from broken kettles to difficulties with gas and electricity supply
- Relationships – issues relating to splitting up, children, bereavement and other family matters.

Making the right connections

As well as having the knowledge, experience and information to help you help yourself, citizens advice bureaux across Scotland also have strong local links with other organisations whose purpose is to help the Armed Forces Community.

There are many Service and ex-Service organisations that can give you help, advice and financial support. Your ASAP team will look at your circumstances and needs, and will arrange any necessary referrals for you.

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Get in touch

If you have a problem and think you would like some help, then get in touch. You can reach our trained advisers on **0845 231 0300**. Lines are normally open from 9am until 5pm from Monday to Friday. If an adviser is not available, please leave a message on our answerphone or use our website, www.citizensadvicedirect.org.uk, to send us an e-mail.

You can also find your local citizens advice bureau in the phone book or using www.cas.org.uk, who will put you in touch with your local ASAP worker.

Produced by Scottish Association of Citizens Advice Bureaux–
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Published August 2010

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