



Forces Online CIO

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Registered Charity: 1188955 (England & Wales) SC050678 (Scotland)



Definition: “Forces Online” means both Forces Online CIO Registered Charity (England & Wales) Reg No. 1188955 & Forces Online Scotland (Scotland) SC050678 Unless the Policy indicates it refers to Forces Online CIO or Forces Online Scotland.

Definition: “Agency” any localised registered organisation or government body that supports armed forces veterans and their dependents. (They will need to prove their identity via an official email address and have a checkable registration).

Definition: “Beneficiary” means the person who will need to be an armed forces veteran with a verified service id.

Definition: “Laptop” means a new/reconditioned device with a working operating system, that has been tested by the Forces Online team responsible for the supply of the device.

Definition: “Terms and Conditions” means the contractual obligations between Forces Online, the agency requesting the support and the beneficiary receiving support.

Definition: “Localised” means the agency has a local representation in the same county as the beneficiary.

LAPTOP TERMS & CONDITIONS

The following terms and conditions must be met by the authorising agency and the requesting beneficiary for Forces Online to supply a Laptop (New or reconditioned) from the Laptops for Veterans project which is part of the Tom Howat Memorial Hardship support.

<https://www.veteranshardship.uk>

1. The agency must be a registered organisation or government body that exists to support armed forces veterans. Forces Online will conduct ID checks on any new agencies or government bodies that have not previously used the service. It must have local representation i.e., in the same county as the beneficiary.
2. The agency must have confirmation that the beneficiary has previously served in the British Armed Forces with a confirmed service number and dates served. **The Ministry of Defence (MOD) defines a veteran as: “anyone who has served for at least one day in Her Majesty’s Armed Forces (Regular or Reserve), or Merchant Mariners who have seen duty on legally defined military operations.” Under the definition, veterans have already left the Armed Forces.**
3. The agency must have evidence to confirm why the veteran needs a device. This usually is because they are:
 - Trying to get back on their feet following hardship issues, i.e., Engaged in finding suitable employment. Job hunting, training & development.
 - A veteran that is isolated and has limited means of social contact with the outside world.
4. The beneficiary must be able to confirm to the agency that they have a permanent checkable address, and a U.K. bank account with evidence of three recent bank statements. We only provide basic mobile phones to homeless veterans.
(See <https://www.welfaresupport.net/phones>)

5. Forces Online may require evidence of looking for work and any training courses the veteran has signed up for if the laptop is not for cases involving isolation.
6. The agency will be responsible for checking that the laptop is used for the purpose it was requested for Forces Online will check to see if the laptop is a permanent donation or a short term lend.
7. As part of the agreement with the agency and beneficiary, the beneficiary will need to access the <https://www.virtualhub.uk> and identify themselves to the admin staff who will then be on hand for any tech or administration issues in connection with the supplied device. The details of this will be supplied with the device.
8. Both the agency and the beneficiary will be required to sign a contract detailing and confirming the terms and conditions relating to Laptops for Veterans which will also detail technical issues arising with the device, security of the device, and any training the veteran may need in the use of the device.
9. If a device is not longer needed Forces Online will arrange shipment back to one of our offices from the agencies address.

Change Record

Date of Change:	Changed By:	Comments:
27/05/2023	LC/RM	Terms and Conditions adopted by the Trustees 27/05/2023
16/01/2025	LC/RM	Policy updated re: link and bank details 16/01/2025