



List of Key Contacts

NFOP Membership Services Helplines and other key contacts that can provide advice and assistance

Membership Services & Benefits		
Legal Problems Helpline	T: 0330 055 2530 (advice line) E: hello@affinityresolutions.co.uk W: www.affinityresolutions.co.uk/join	Bernard Seymour Suzanne Lurie
Computer Problems Helpline	T: 0330 800 1010 E: silversurfing@bc-group.co.uk W: www.bc-technologies.co.uk	Brendon Wallace BC Technologies
Tax Guidance Helpline	Tax Accounts T: 01635 873970 E: chris@pts-southern.co.uk T: 0800 093 9433 E: bmo@twdaccounts.co.uk	Chris Durbidge Monday to Friday: 9.00am – 5.30pm
Financial Advice	T: 08000 858590 E: QFAinfo@quilter.com	Quilter Financial Advisers
Claiming Benefits Contact	E: sbc@wordshop.co.uk	State Benefits Consultant, 7 Tilton Court, Digby Road, Sherborne DT9 3NL
Accident Aftercare	T: 03701 118 215 (in the event of a car accident) W: https://mycarneedsa.com/accident-management	Helps you deal with the aftermath of a non-fault traffic accident
NFOP Welfare Fund Grants for home adaptations and white goods	T: 01582 721652 E: info@nfop.org.uk W: www.nfop.org.uk/about-us/welfare-fund/	Unit 6, Imperial Court, Laporte Way, Luton, Bedfordshire LU4 8FE
1001 Club NFOP Welfare Fund Lottery	T: 01582 721652 (NFOP Headquarters) E: info@nfop.org.uk Relevant 1001 Club form available from HQ team.	3 prize winners every month. Entry is £2 per month. Can choose 6 or 12 draws a year.
CSIS Car and Home Insurance	T: 01622 766960 W: www.csis.co.uk/nfop	CSIS offers NFOP members competitive quotes on home and car insurance. Quote NFOP when contact CSIS
NFOP Annual Travel Insurance Scheme	T: 01622 766960 W: www.nfoptravelinsurance.org.uk	Exclusively to NFOP members – Group Scheme Scheme Administrator CSIS - eligibility rules apply
Travel Club - goodtogoinsurance	T: 0330 024 9906 (quote NFOP) E: help@goodtogoinsurance.com W: www.nfop.org.uk/gtg	Travel insurance with cover for medical conditions and no age limits.
Travel Club - Fred.Olsen Cruises	T: 0800 0355 108 W: www.fredolsencruises.com/nfop Discount code: NFOP10	Discount on cruises with Fred.Olsen Cruise Lines
Hotpoint Privilege Purchase Club	T: 03448 111 011 (Sales Team) W: https://www.privilegepurchaseclub.co.uk Scheme ID: Please call HQ for code	NFOP Member only scheme offering exclusive pricing on over 850 different appliances
The Lakes Distillery - Whiskey/Gin/Vodka Setmurthy, near Bassenthwaite Lake, Cumbria CA13 9SJ	T: 01768 788850 W: www.lakesdistillery.com (online only) Code: NFOP-LAKES (use at checkout) E: info@lakesdistillery.com	Offer exclusive to NFOP members: Free UK Delivery when buying any 70cl bottle online, saving £4.95.
MyCarNeedsA.com	W: www.mycarneedsa.com/nfop	Online motor services quotes
Co-op Funeral Care	T: 0800 389 8377 W: www.coop.co.uk/funeralcare	£150 off funeral plan for NFOP members. Quote code NFOP150 to claim discount.
Other Organisations		
Independent Age (Mo-Fr 8am-8pm, Sa-Su 9am-5pm)	T: 0800 319 6789 (FREE Helpline) E: advice@independentage.org W: www.independentage.org	Advice, befriending and support for older people, their family and carers.
Citizens Advice Bureau	(England) 03444 111 444 (Scotland) 0808 800 9060 (Wales) 03444 772 020	For General Enquiries.

Royal Mail Pensioners		
Rowland Hill Fund	T: 0800 688 8777 E: rowland.hill.fund@royalmail.com W: www.rowlandhillfund.org	Offering financial aid to Royal Mail colleagues, pensioners and their families in times of need
Royal Mail Pension Plan enquiries to Pension Service Centre	T: 0345 603 0043 or 0114 241 4545 (pensioners) E: pensions.helpline@royalmail.com W: www.royalmailpensionplan.co.uk	Royal Mail Pensions Service Centre PO Box 5863, Pond Street, HRSC, Sheffield, S98 6AB
Capita (Royal Mail Pension enquiries)	T: 0333 222 0078 E: enquiries@rmsps.co.uk	Royal Mail Statutory Pension Scheme 11b Lingfield Point, Darlington, DL1 1AX
BT Pensioners		
BT Benevolent Fund	T: 0208 726 2145 E: benevolent@bt.com W: www.benevolent.bt.com	Room 323, Reading Central Telephone Exchange, 41 Minster Street, Reading, Berkshire RG1 2JB
BT Pensioner Helpline	T: 0800 731 1919 (UK) T: +44 (0)203 023 3420 (outside UK) E: member@btps.co.uk W: www.btpensions.net Portal: www.btpensionsportal.com	BT Pension Scheme, Sunderland, SR43 4AD
British Steel Pensioners		
British Steel Pensions Office	T: 0330 440 0844 E: pension.enquiries@tatasteel.com W: www.bspensions.com	British Steel Pension Scheme FREEPOST RLXS-ZXKT-AUER Glasgow G2 7BW
Kingfisher Pensioners		
Kingfisher Group Pensions Dept. (www.kingfisherpensions.com)	T: 0303 334 7080 E: pensions@kingfisher.com	3 Sheldon Square Paddington, London W2 6PX
State Pensions Enquiries		
The Pension Service (Scotland, England, Wales)	T: 0800 731 0469 W: www.gov.uk or W: www.gov.uk/contact-pension-service	Advice on state pension, pension credit, who to contact
Department for Social Development in Northern Ireland (Mon to Fri 9am – 5pm)	T: 0845 601 8821 (enquiries) Text phone: 0808 100 2198 W: www.dsdni.gov.uk	Pension Service PO BOX 205 Londonderry BT48 6YB
State Benefits Helpline		
Scotland, England, Wales	T: 0800 88 22 00 W: www.direct.gov.uk	Pensions and retirement planning section
Northern Ireland	T: 0800 22 06 74 W: www.nidirect.gov.uk	Pensions and retirement planning section
Pensions Advice		
The Pensions Advisory Service (TPAS) Independent, Free information on state, company, personal, stakeholder and occupational pensions.	T: 0300 123 1047 (pensions helpline) E: enquiries@pensionsadvisoryservice.org.uk W: www.pensionsadvisoryservice.org.uk	11 Belgrave Road London SW1V 1RB
Advice and Counselling		
Age UK	T: 0800 169 2081 (National Advice Line) E: online contact form W: www.ageuk.org.uk	Tavis House, 1-6 Tavistock Square, London WC1H 9NA
Carers UK inc Scotland & Wales	T: 0808 808 7777 (Advice Line) M-F 10am-4pm E: advice@carersuk.org W: www.carersuk.org	20 Great Dover Street London SE1 4LX
Carers Northern Ireland	T: 028 9043 9843 W: www.carersuk.org/northernireland	58 Howard Street Belfast BT1 6JP
Cruse Bereavement Care	T: 0808 808 1677 (National Helpline) W: www.cruse.org.uk	Support after the death of someone close.
Make the Call (Northern Ireland only) Benefits Advice Line	T: 0800 232 1271 (Mon to Fri 9am-5pm) Minicom: 028 9031 1092	Improving Benefit Uptake Dept. for Social Development, Lighthouse Building, 1 Cromac Place, Belfast BT7 2JB
SilverLine Helpline (24 hrs every day)	T: 0800 4 70 80 90 E: info@thesilverline.org.uk W: www.thesilverline.org.uk	Confidential and free helpline - information, friendship and advice to older people.
Turn2Us (9am-8pm Mon-Fri)	T: 0808 802 2000 E: info@turn2us.org.uk W: www.turn2us.org.uk	Charity that helps people in financial need access welfare benefits, charitable grants and other financial help.
Vitalise – Respite Breaks	T: 0303 303 0145 E: bookings@vitalise.org.uk W: www.vitalise.org.uk	National charity providing essential breaks in a holiday environment for people with disabilities and carers.
Energy		
Energy Saving Trust England/Wales/NI (Mon to Fri 9am-8pm, Sat 10am-2pm)	T: 0300 123 1234 (Advice line) W: www.energysavingtrust.org.uk	21 Dartmouth Street London SW1H 9BP
Energy Saving Trust Scotland	T: 0808 808 2282 (M-F 8am-8pm) (S-S 9am-5pm)	
Winter Fuel Payments Helpline (Mon to Fri 8.30am to 4.30pm)	T: 03459 15 15 15 E: online enquiry form	PO BOX 10142 Annesley, Nottingham NG15 5WY
Miscellaneous		
Benenden Healthcare Members (Mon to Fri 8am-8pm)	T: 0800 414 8100 (existing members) W: www.benenden.co.uk	Holgate Park Drive York, YO26 4GG
Telephone Preference Service (TPS) W: www.tpsonline.org.uk	T: 0345 070 0707 (registration line) E: tps@dma.org.uk	DMA House 70 Margaret Steet, London W1W 8SS