



List of Key Contacts

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

| Membership Services & Benefits | | |
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| 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: 0191 495 2254 E: nfop@hansonwealth.co.uk | Hanson Wealth Management |
| 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 |
| Costco Membership Individual Membership includes a complimentary spouse/partner card. NFOP members are eligible for membership of Costco. | T: 01923 213113 E: membershipservices@costco.co.uk W: www.costco.co.uk/membership | Forms of ID: - Proof of NFOP membership: Welcome letter <i>or</i> request letter from NFOP HQ - A current utility bill or bank statement dated within the last 3 months - Photo ID |
| 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 | | |
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| 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: 03456 060 265 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 |