

## FREQUENTLY ASKED QUESTIONS

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How do I get connected to the telephone/internet?

There are numerous companies that provide telephone and internet services in Germany. The following is a short list of some of the providers and their web addresses:

Deutsche Telekom – [www.telekom.com](http://www.telekom.com)

TKS – [www.tkscable.com](http://www.tkscable.com)

Connect BFG – [www.connectbfg.com](http://www.connectbfg.com)

Emailitis – [www.emailitis.com](http://www.emailitis.com)

Tiscali – [www.tiscali.de](http://www.tiscali.de)

Arcor – [www.arcor.de](http://www.arcor.de)

Please note that inclusion in this list does not constitute a seal of approval or reflect the policies or opinions of HM Government, the Ministry of Defence or Tri-Service HIVE.

How do I register my car?

Please click on the following link to view the BFG Car Registration Aide Memoir. This will explain the procedures you must follow when registering your car in BFG.

[http://www.bfgnet.de/Community/docs/Focus/BFG\\_Car\\_Reg\\_Aide\\_Mem.pdf](http://www.bfgnet.de/Community/docs/Focus/BFG_Car_Reg_Aide_Mem.pdf)

What is the Tick Test?

The Tick Test is a European Matrix Test on European traffic laws and must be passed before the issue of a BFG Driving Permit. If the applicant is able to prove that he or she passed a German driving test then they do not need to take the Tick Test.

Where can I find a childminder?

All childminders in Germany are registered through the AWS. Below is a list of the contact details for the Childminding Coordinators in each Garrison.

RESG – JHQ Mil 4939

Civil 02161 472 4939

Osnabruck – Mil 66 2674

Civil 0541 9602674

Munster – Mil 60 2369

Civil 0251 9272369

Paderborn/Sennelager – Mil 79 3862

Civil 05251 101862

Hohne – Mil 77 2565

Civil 05051 962565

Gutersloh Garrison.

Childcare Administrator: civil 05241 84 2919 mil 73 2919

Childminding Co-ordinator: civil 05241 84 3324 mil 73 3324

## How do I find out about Nurseries and Creches?

All Nurseries and Creches are registered through the Army Welfare Service. Below is a list of the Childcare Administrators in each Garrison.

### RESG

72 2189	0173 8873609	87 72 4939	Building 139, RESG, BFPO 40
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### Osnabruck

66 2743	8766 2743	Woolwich Bks, BFPO 36
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### Paderborn

0172 2117132	87 78 3847	Barker Bks, BFPO 22
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### Gutersloh

73 2919	0172 2132464	87 73 2919	Princess Royal Bks, BFPO 47
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### Hohne

77 2527	0172 2123652	87 61 1716	The Roundhouse, BFPO 30
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What is an EHIC card and how do I get one?

#### THE CHANGE

As of 01 September 2005 the system used by the Dept of Health for the provision of NHS agreed standards of health care within Europe is provided through the European Health Insurance Card, which superseded the E111.

#### THE EUROPEAN HEALTH INSURANCE CARD (EHIC)

The European Health Insurance Card (EHIC) became live, replacing the E111 as of 01 September 2005. This document is required by all UKSC(G) personnel should they travel to any European Country beyond that of their resident station. For example: personnel stationed within Germany will require the EHIC to provide Healthcare Insurance as they travel through Holland, Belgium and France to get to the ports in order to return to the UK. Personnel stationed in Belgium will require the EHIC should they travel anywhere within Europe outside of Belgium.

The EHIC application packs are available at all Forces Post Offices. The Forces Post Offices also provide a visual step by step guide to the completion of the application form. The Dept of Health have informed UKSC(G) that applications are estimated to take up to 21 days to be processed. Enquiries regarding applications that take longer than 21 days should be directed to EHIC Enquiries on 0044 191 203 5555. You can also [apply on-line](#) by visiting the Department of Health website at [www.dh.gov.uk](http://www.dh.gov.uk)

It is important to note that the EHIC will not give instant cover upon submission of the application, as was previously the case with the E111 system. If instant cover IS required you can call 0044 191 218 7541 and arrange for a Provisional Replacement Certificate which will cover you until you receive your card.

The only cost of the EHIC is that of the first class stamp required to send the application. The card is only valid for 5 years, and holders of the card are advised to note the expiry date.

#### A SHORT SUMMARY

All personnel are strongly encouraged to apply for an EHIC as soon as possible in order to ensure that European Health Insurance is being provided by the Dept of Health whilst travelling outside the country of their duty station. Further information may be obtained from the Dept of Health overseas branch on 0044 191 218 7541 or G1 Med Branch, UKSC(G) on Mil 72-4624.

The link to apply on line has changed and should now be <https://www.ehic.org.uk/Internet/home.do>

## How do I claim Sure Start Maternity Grant?

### Sure Start Maternity Grant, who can get the grant?

You can get a Sure Start Maternity Grant if you or your partner are getting:

- Income Support
- Income based Jobseeker's Allowance
- Pension Credit
- Child Tax Credit which includes an amount higher than the family element or
- Working Tax Credit where a disability or severe disability element is included in the award.

### How do I claim?

You can claim a Sure Start Maternity Grant on form SF100 Sure Start, which you can get from local HIVE or

If you have a partner, either of you can fill in the claim form, but make sure you include the name of the baby's mother.

You can claim a Sure Start Maternity Grant at any time from the 29th week of your pregnancy until your child is three months old.

If you are adopting a baby, you must claim the grant within three months of the adoption and the baby should be no more than 12 months old when you claim.

If you or your husband or wife have been granted a parental order for a surrogate birth, you must claim within three months of the date of the parental order.

### Where do I send the form?

As of now all Sure Start Maternity Grant Application forms should be returned to the following address:

NORWICH BENEFIT DELIVERY CENTRE  
THORPE ROAD  
NORWICH  
NR9 9AB

Applicants should write "HM Forces staff" on the personal details page of the application form for ease of identification.

Applicants should still supply their last place of residence in the UK if known as this will facilitate the process. They must also supply their current BFPO postal address. If the applicant has never had a UK address (e.g. Foreign and Commonwealth applicants) this fact should also be stated on the appropriate part of the form.

Enquiries regarding the progress of applications can be made by telephone on 0044 845 8500032, or by e-mail to: [NorwichBDC.SFCCrisisLoans@jobcentrepplus.gsi.gov.uk](mailto:NorwichBDC.SFCCrisisLoans@jobcentrepplus.gsi.gov.uk)

### Download a Maternity Grant form

[You can download a Maternity Grant form as a PDF](#) (226KB). The form comes with notes that will help you fill it in and tell you where to send the completed form. This form does not apply in Northern Ireland.



You can download documents marked with a using [Adobe Acrobat Reader](#) - available free of charge.

- We recommend that you save this file to your computer hard disk, CD or a floppy disk.
- To save a copy of the file to disk right click with your mouse on the form link above and choose the 'Save Target As' option.
- If you make another application please check this site to make sure that you are using an up to date form.

[Sure Start Maternity Grant: print out a form to fill in with a pen](#) (226KB)

Child Benefit, what is it?

- A benefit for people bringing up children
- Paid for each child
- Not affected by income or savings

Can I get it?

Are you bringing up a child who:

- Is aged under 16?
- Is aged under 19 and studying full-time up to A level, Advanced Vocational Certificate of Education (AVCE) or equivalent?
- Is aged 16 or 17 years old and has left school recently, and has registered for work or training with the Careers Service or Connexions Service (in Northern Ireland, Training and Employment Agency)?

If YES to one of these, claim Child Benefit.

You can complete online and print off at <https://esd.dwp.gov.uk/dwp/index.html> or for more details please contact your local HIVE

Can I take my driving test whilst in Germany?

Anyone can take their driving test through a German driving school although there may be a language problem. Some of the Army Education Centres have agreements with local driving schools to do lessons in English. You will need to check with your local AEC. You can also take your UK driver theory test here in BFG so that you are then able to go to UK for a crash course.

## How do I get a National Insurance Number?

The process for someone living abroad who requires a UK National Insurance number is to apply through their employer (either NAAFI or GLSU) to get the form on the 1<sup>st</sup> day they start work. If you are having difficulty in doing this then ask your future employer to contact Christina Hughes, Administration Officer, DWP on 0044 845 641 5048 or [Christina.hughes1@jobcentreplus.gsi.gov.uk](mailto:Christina.hughes1@jobcentreplus.gsi.gov.uk) direct and she will speak to them. This process has been in place since 2003 and has not changed since then. You cannot get a National Insurance number unless you are employed. If you are looking for a job and they are using the fact that you do not have a National Insurance number then this must be their own rule and not that which has been agreed with DWP.

How do I get a Tax Credit Claim Form?

To receive a Tax Credits Claim Form you must ring the Tax Credits Helpline on:

0044 845 300 3900

You need to have your National Insurance number and your full postal address available when you ring. The Tax Credits office will then send you a form. If you have any queries about anything to do with either Working Tax Credit or Child Tax Credit you must contact the helpline.