

- Our phone line is temporarily operating with reduced hours. You can call us between 9am and 3pm Monday to Friday. [Contact us](#)

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- [Get support](#)

The support you may be able to get depends on your circumstances.

[Currently serving](#)

Support while you're still serving.

[Ex-serving](#)

Support once your regular service has finished.

[Family and whānau](#)

Here's how we can support you, and how you can support your family and whānau.

[Non-military personnel](#)

Non-military personnel can have Qualifying Operational Service in certain circumstances.

- [Remembrance](#)

We're proud to honour the service of the veteran community.

[Services Cemeteries and plaques and headstones](#)

We help look after Services Cemeteries. We're also able to contribute towards plaques and headstones.

[Commemorative funding](#)

There are two types of financial contributions available from the Commemorative Fund.

[Medals and service records](#)

The NZ Defence Force's Personnel Archives and Medals team administer medals and hold most New Zealand military service records.

[When someone dies](#)

We may be able to provide support when someone who had Qualifying Service dies.

[Your family's military history](#)

Learning more about your family's military history is a great way to honour their service.

[Certificate of Appreciation and Veterans' Pins](#)

The Certificate of Appreciation and Veteran's Pin recognise operational service.

- [Eligibility](#)

To be eligible to receive support from us, you—or certain family members—need to have Qualifying Service.

[Check your eligibility](#)

Check the support, services, or entitlements you may be able to get from us.

[Qualifying Service](#)

To get support from us you — or certain family members — need to have Qualifying Service.

[Living outside NZ](#)

You can still get support from us even if you live outside NZ.

[Eligibility criteria for family and dependants](#)

You may be able to get support if you're the spouse, partner, child or dependant of someone with Qualifying Service.

[Veterans of foreign militaries](#)

Veterans' Affairs New Zealand was established to support New Zealand veterans.

- [For clients](#)

We put veterans and our clients at the heart of everything we do.

If you have a question at any stage please contact us—we're here to help.

[How we'll work with you](#)

We'll work with you to help you get the best support available.

[Your treatment card](#)

Your treatment card helps you get no-cost treatment and medication for your approved conditions.

[Your rights and responsibilities](#)

We want to make sure you have the best possible experience when you deal with us.

[Payments](#)

Information on payment rates and dates.

[How we make decisions](#)

We use a number of tools and processes to make decisions. This helps ensure each decision we make is fair and treats our clients consistently.

[Living outside NZ](#)

You can still get support from us even if you live outside NZ.

[Other benefits](#)

You may be able to access a range of discounts and benefits. Not only that, your family may get access too.

- [For providers](#)

Information for providers of services to Veterans' Affairs and our clients.

[Treatment cards and letters](#)

To help you identify our clients, we issue treatment cards and letters.

[Invoicing us](#)

How to invoice us to ensure we pay you quickly and correctly.

[Treating our clients](#)

Information for healthcare professionals providing treatment to our clients.

[Councils and local authorities](#)

Guidance for councils and local authorities relating to services cemeteries and memorials

[Forms](#)

Forms for our clients, family and whānau, and our providers.

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Veteran's Pin and Certificate of Appreciation

The Veteran's Pin and Certificate of Appreciation recognise operational service.

Veteran's Pin and Certificate of Appreciation

The Veteran's Pin and Certificate of Appreciation recognise operational service.

Who can get the Veteran's Pin and Certificate of Appreciation

You can get a Veteran's Pin and Certificate of Appreciation if you:

- were issued with the New Zealand Operational Service Medal (NZOSM) because of service with either the:
 - NZ Armed Forces, or
 - New Zealand Police
- have Qualifying Operational Service, or
- served with the New Zealand Women's Land Service during the Second World War.

Evidence not required

We will confirm your service on your behalf. You do not need to supply any evidence of your service.

If we are unable to confirm your service, we may ask for further information.

What you can get

The Veteran's Pin and Certificate of Appreciation express the thanks of the NZ Government and people of NZ for the service you have given.

Both the Prime Minister and Minister for Veterans sign the certificate of appreciation.

How to apply

• Step 1 Apply either online or by paper

You can apply online or by filling out a paper form. You can choose how to apply, but it's quicker and easier to apply online.

Apply online

[Apply online](#)

Apply with a paper form

1. Download the application form
2. Complete the form and send it to us.

[Certificate of Appreciation and Veteran's Pin application form](#)

• Step 2 Supply further evidence — if required

In the majority of applications, we confirm your service on your behalf. You do not need to supply any evidence of your service.

However, if we are unable to confirm your service, we may ask for further information.

• Step 3 Receive your pin and certificate

If your application is approved, you will receive your pin and certificate by mail.

Related pages

- [Commemorative Travel Contribution](#)
- [Medals](#)
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Veterans' Affairs—Te Tira Ahu Ika A Whiro