

- [Contact us](#)
- [News and events](#)
- [Need urgent help now?](#)

Search

Search

- [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.

### [Need urgent help now?](#)

- [Get support](#)

[Back](#)

[Get support](#)

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

[Currently serving Ex-serving Family and whānau Non-military personnel](#)

- [Remembrance](#)

[Back](#)

[Remembrance](#)

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

[Services Cemeteries and plaques and headstones Commemorative funding Medals and service records](#)

[When someone dies Your family's military history Certificate of Appreciation and Veterans' Pins](#)

- [Eligibility](#)

[Back](#)

[Eligibility](#)

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[Check your eligibility Qualifying Service Living outside NZ Eligibility criteria for family and dependants](#)

[Veterans of foreign militaries](#)

- [For clients](#)

[Back](#)

[For clients](#)

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[How we'll work with you Your treatment card Your rights and responsibilities Payments How we make](#)

[decisions Living outside NZ Other benefits](#)

- [For providers](#)

[Back](#)

[For providers](#)

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

[Treatment cards and letters Invoicing us Treating our clients Councils and local authorities Forms](#)

### [Need urgent help now?](#)

Search

- [Contact us](#)

- [News and events](#)

- [Need urgent help now?](#)

[Home](#) / [For clients](#) / [Your rights and responsibilities](#) / Debt with us

## Debt with us

If you owe us money we expect you to pay it back. This may take time and we'll work with you to come up with a repayment plan where you pay a regular amount you can afford.

### On this page

[The most important thing is not to ignore your debt. Causes of debt If you disagree with how much you owe Pay](#)

[back your debt](#) [Help staying out of debt](#)

## The most important thing is not to ignore your debt.

If you're having trouble paying it back talk to us about your situation.

### Causes of debt

You may be in debt with us because:

- we paid you too much in error
- you gave us wrong information, which may have resulted in higher financial support than you should have got
- there was a change in your situation that we were not told about.

### If you disagree with how much you owe

If you think the amount you owe isn't correct, let us know.

We'll:

- explain how we calculated the amount you owe
- look into your situation to see if there is an error.

If you refuse to pay your debt then we may have to get a debt collection company to recover it.

### Pay back your debt

#### Lump sum

If you want, you can pay your debt all at once. This can be done by:

- direct bank payment, or
- cheque.

Sending your payment by a cheque is only available in New Zealand.

[Make a payment to our account](#)

#### Weekly payments

You can also pay your debt by weekly payments.

[Make a payment to our account](#)

#### Debt and payment amount table

##### The amount of debt you owe The weekly payment you need to pay

\$2,000, or less	\$25
\$2,000 - \$3,000	\$30
\$3,500 - \$5,000	\$35
\$5,000 - \$6,000	\$40
\$6,000 - \$8,000	\$45
\$8,000, or more	\$50

If the financial support you receive from us increases, this can affect your weekly repayment rate. We may:

- increase the rate of repayment — this will not go above the maximum weekly rate of \$50.
- use any arrears payment — from an entitlement which has increased — to pay your debt.

You can raise the amount of weekly payment if you want. Talk to your case manager about this to pay your debt off faster.

If you're not receiving any financial support from us, different conditions will apply. Talk to us to find out what this will be.

[Contact us](#)

## If you're not coping

If you're having trouble keeping up with the repayments, contact us as soon as possible. We can work with you to create a repayment plan. We may be able to help by:

- lowering the cost of repayments, or how often they are
- stopping payments for a short time
- getting you help through Work and Income or Budget Advisory Service.

## Help staying out of debt

Once you have paid off your debts, it's important to stay out of debt. To help stay out of debt you can:

- tell us straight away about changes in your situation
- create a budget plan — a case manager can recommend you someone to help you with this.

## In this section

- [Payment to our account](#)

## [Your rights and responsibilities](#)

- [Having someone represent you](#)
- [When things change](#)
- [Code of Claimant's Rights](#)
- [Reconsideration](#)
- [Review or appeal a decision](#)
- Debt with us
- [How we treat your information and privacy](#)

Last Modified: 22 February 2023

[Print](#) [View this page as a PDF](#)

### Veterans' Affairs

- [Get support](#)
- [Remembrance](#)
- [Eligibility](#)
- [For clients](#)
- [For providers](#)

### Quick links

- [Application forms](#)
- [Check your eligibility](#)
- [Payment dates](#)
- [Payment rates](#)
- [Veterans of foreign militaries](#)

### Connect with us

- [Facebook](#)
- [YouTube](#)
- [Email newsletter](#)

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- [About Veterans' Affairs](#)
- [Our documents and publications](#)
- [Work at Veterans' Affairs](#)
- [Contact us](#)
- [News](#)



[About this site](#) [Terms of use, privacy and copyright](#) [Style guide](#)



Veterans' Affairs—Te Tira Ahu Ika A Whiro