



**Via Email Only**

8 June 2020

**Freedom of Information Ref No. FOI25**



Thank you for your Freedom of Information request received on 19 May 2020.

You have asked: - **with regards to the “Single Financial Guidance Body**

1. **Do you send physical post by the likes of Royal Mail, Whistl or UK Mail? - Outbound for the purpose of this request defined as physical printed communication sent to users of your services**
2. **What was the number of envelopes sent in 2019? - Number of envelopes despatched to users of your services in 2019**
3. **Do you produce the work in-house or is it outsourced to a specialist provider? - Whether the outbound services are printed, fulfilled and despatched by yourselves or by a third party**
4. **If above is a specialist provider, please answer the following sub questions;**
  - **Annual value of the contract -**
  - **Contract term -**
  - **Renewal date -**
  - **Framework or direct award -**

**Please provide the information in the form of a response to this e-mail. If it is not possible to provide the information requested due to the information exceeding the cost of compliance limits identified in Section 12, please provide advice and assistance, under the Section 16 obligations of the Act, as to how I can refine my request.”**

**Money and Pensions Service Response:**

I should explain that on 1<sup>st</sup> January 2019, Pension Wise, The Pensions Advisory Service and the Money Advice Service merged to form the Single Financial Guidance Body. Subsequently, on the 1<sup>st</sup> of April 2019 these businesses became known as the Money and Pensions Service. The Money and Pensions Service aims to deliver advice relating to pensions, money guidance, debt advice, and consumer protection. Further details can be found on the website: <https://moneyandpensionservice.org.uk/>.

**With regards to your Freedom of Information request and the questions you have asked, I can confirm the following:**

1. We use postal services such as Royal Mail, Whistl or UK Mail to send letters and post documents etc. to customers and clients.





**Money &  
Pensions  
Service**

2. We do not hold information regarding the number of envelopes we despatched to users of our services in 2019 as we do not keep a record of these details.

Under section 16 of the Freedom of Information Act, I would like to assist you in your request by explaining, that you may wish to write to us again with a clear description of the information you require in questions 3 and 4.

It would be helpful if you can explain what internal and external work and services your request refers to. This will help us to establish whether we have the information.

We will consider afresh any revised request you submit however we cannot guarantee that any revised request will fall within the cost limit.

I hope this information is helpful. If you have any queries about my response to your request do not hesitate to contact me. Please remember to quote the reference number above in any future communication.

Yours sincerely,

**██████████ Complaints & Freedom of Information Officer**

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#### **Your right to complain under the Freedom of Information Act**

If you are not happy with this response you can ask for an internal review by e-mailing [foi@maps.org.uk](mailto:foi@maps.org.uk) or by writing to Money and Pensions Service, 120 Holborn, London, EC1N 2TD. Any review request should be sent within two months of the date of this letter.

If you are not content with the outcome of an internal review you may apply directly to the Information Commissioner's Office (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted our own complaints procedure.

The ICO can be contacted at: Wycliffe House, Water Lane, Wilmslow Cheshire SK9 5AF  
<https://ico.org.uk/global/contact-us/> or telephone 0303 123 1113 or 01625 545745

**Money and Pensions Service**

120 Holborn, London EC1N 2TD t: +44 (0)115 9659570 w: [moneyandpensionsservice.org.uk](http://moneyandpensionsservice.org.uk)