

Question 1: Please detail what roles require pensions experience in the new MaPS organisational structure and, if possible, the proportion of MaPS staff that currently have CII or other relevant pensions qualifications.

PENSIONS STAFF QUALIFIED ROLES

Pensions Operations

Head of Pensions Operations

Pensions Operations Manager

Technical Specialist (Shift Supervisor)

Technical Specialist (Quality Assurance & Technical)

Technical Specialist

Assistant Technical Specialist

Pensions Policy

Head of Pension Policy & Strategy

Senior Policy & Strategy Managers

Policy & Strategy Managers

Question 2: Please provide figures for the number of complaints received by MAPS, by month, since launch. Where possible, please categorise these into the type of complaint received. Please also state where any redress has been awarded or paid out or formal disciplinary action has been taken against a MAPS staff member, and which body is now responsible for this under the MAPS organisational structure.

NUMBER OF COMPLAINTS							
2019: total 36							
	February	March	April	May	June		
2	2	3	2	3	1		
July	August	September	October	November	December		
0	2	1	11	7	2		
2020: total 34							
January	February	March	April	May	June		
2	10	5	1	4	12		
July	August	September	October	November	December		
0	0	0	0	0	0		
Total Ex gratia payment(s) paid since 1 January 2019			£2,000				

REASON FOR COMPLAINTS		
Year	2019	2020
Customer Service	12	20
Communication	11	6
Accessibility	2	3
Timeliness	8	3
Corporate Information	3	2
Yearly total	36	34

Question 3: Please provide figures for the number of financial advisers on the retirement adviser directory that was inherited from the Money Advice Service, by month, since MAPS was launched.

RETIREMENT ADVISER DIRECTORY			
2019	Firms Registered on Directory	Firms Visible to Public	Advisers Registered on Directory
January	3239	2823	7134
February	3254	2835	7139
March	3268	2845	7155
April	3268	2841	7152
May	3361	2919	7388
June	3433	2982	7601
July	3513	3036	7807
August	3530	3046	7856
September	3549	3058	7867
October	3569	3078	7951
November	3592	3078	7951



	3604	3091	8028
2020			
January	3613	3098	8075
February	3625	3108	8075
March	3646	3129	8176
April	3661	3140	8189
May	3671	3147	8243
June	3689	3164	8268
July	3681	3155	8290
