



By Email Only

24th September 2021

Freedom of Information Ref No. FOI50/AE.

Dear [REDACTED],

Thank you for your Freedom of Information request received on 31st August 2021. You asked the Money and Pensions Service questions regarding the software and technology systems it has in place for The Pensions Advisory Service.

I should explain that on 1st January 2019, Pension Wise, The Pensions and Advisory Service and the Money Advice Service merged to form the Single Financial Guidance Body, an arms-length body of the Department for Work and Pensions. These businesses became known as the Money and Pensions Service (MaPS) on the 1st April 2019. MaPS aims to deliver advice relating to pensions, money guidance, debt advice, and consumer protection.

I have conducted a search for the information you requested and I have provided the details for all of your questions on a separate document enclosed with this letter. 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,

[REDACTED]

Complaints & Freedom of Information Officer

Encl: Freedom of Information - The Pensions Advisory Service

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 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

