



By Email Only

1 June 2022

Dear [REDACTED]

Freedom of Information Ref No. FOI 189

Thank you for your Freedom of Information request received on 19 May 2022.

You requested the following:

“Since inception, how many calls has the money and pension service received about ISAs. If possible, please breakdown the number of calls which were related to:

- Lifetime ISAs
- Junior ISAs
- Stocks and Shares ISAs
- Innovative finance ISAs
- Help to Buy ISAs
- Cash ISAs”

We have broken down the information as request and is as follows:

ISA Calls Logged in CRM	2020									2021									2022				Grand Total		
	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb		Mar	Apr
Help to buy ISA	8	25	25	33	16	14	24	19	22	45	47	29	27	14	3	1	1	-	5	1	7	5	2	4	377
Cash ISA	7	19	14	16	10	12	12	4	3	8	27	21	18	12	3	1	4	1	2	3	6	4	17	20	244
Stocks & Shares ISA	1	7	3	9	9	11	14	16	13	20	28	22	8	13	5	5	1	6	5	5	4	5	9	13	232
Lifetime ISA	2	7	7	5	6	3	5	5	10	10	31	17	6	10	6	3	1	-	1	2	5	5	4	7	158
Help to buy ISA bonus	1	9	15	8	3	4	3	9	9	7	8	5	4	-	2	1	1	-	-	-	1	-	-	-	90
Life time ISA bonus	2	7	2	6	1	3	3	1	5	6	10	5	-	1	-	1	2	-	1	2	3	1	2	-	64
Junior ISA	-	5	5	-	6	2	2	2	3	4	13	3	3	7	1	1	1	1	1	-	-	1	-	-	61
Transferring an ISA	-	3	3	2	1	3	2	1	1	-	4	-	1	2	2	-	3	-	-	1	-	2	4	1	36
Grand Total	21	82	74	79	52	52	65	57	66	100	168	102	67	59	22	13	14	8	15	14	26	23	38	45	1,262

Total Calls Sessions	5,691	7,055	7,487	6,605	6,830	7,090	7,245	5,348	7,171	7,530	8,916	7,704	7,332	8,376	8,084	8,484	8,264	8,043	7,543	4,850	6,594	6,750	8,182	5,724	172,898
Total ISA Records	21	82	74	79	52	52	65	57	66	100	168	102	67	59	22	13	14	8	15	14	26	23	38	45	1,262
Percentage related to ISA	0.37%	1.16%	0.99%	1.20%	0.76%	0.73%	0.90%	1.07%	0.92%	1.33%	1.88%	1.32%	0.91%	0.70%	0.27%	0.15%	0.17%	0.10%	0.20%	0.29%	0.39%	0.34%	0.46%	0.79%	0.73%

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

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.

Money and Pensions Service

120 Holborn, London EC1N 2TD t: +44 (0)115 9659570 w: MoneyAndPensionsService.org.uk





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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

Yours sincerely

The Money and Pensions Service