



EMAIL ONLY [REDACTED]

27 July 2022

Dear [REDACTED]

Freedom of Information Ref: FOI 195

Thank you for your Freedom of Information request received on 5th of July 2022.

Please find our response below:

1) How many members have taken scam guidance from the Money and Pensions Service since March this year to the end of June? Please provide a month-by-month breakdown.

	Apr-22	May-22	Jun-22
No of members	715	1093	1067

2) Has there been any correspondence related to obtaining the reason for an amber flag for the MaPS scam guidance referral?

We do not enter into correspondence with members, schemes or providers about the reason for the amber flag.

3) For the same timeframe (in Q1) please could you provide a breakdown of the number of guidance sessions by amber flag reason using the following table:

Warning: These data cannot be verified as they are self-reported by consumers and mostly unknown. The high proportion of unknowns is likely to create a significant skew in relation to the reported figures, which should not be relied upon as accurate.

	Apr-22	May-22	Jun-22
Complex investment structure	21	29	18
Evidence provided not genuine	12	5	8
High risk/unregulated investments	60	55	69
High volume to same scheme	7	3	1
High volume with same Financial Adviser	4	6	2
Overseas investments	211	412	409
Unclear/high fees	73	105	99





Unknown	327	478	461
Total	715	1093	1067

4) Did Maps estimate the resource impact of the increase scam referrals resulting from the changes to the statutory right to transfer regulations? If so, what was the estimated volume of additional guidance sessions it expected to deliver?

Given the impact of the regulations was unknown MaPS resourced initially to undertake 45 per day, this was kept under review to ensure waiting times remained reasonable, we are now resourced to deliver approximately 60 per day. We have the ability to flex resource across our services if there are areas undergoing capacity strains.

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.

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