



**By Email Only**

18 February 2022

**Freedom of Information Ref No. FOI72** [REDACTED]

Dear [REDACTED]

Thank you for your Freedom of Information request received on 20 January 2022.

**You asked Money and Pensions Service the following:**

The information requested, which is in relation to The Occupational and Personal Pension Schemes (Conditions for Transfers) Regulations 2021 (“the Regulations”) and specifically the period between 1 December 2021 to 14 January 2022 inclusive is as follows:

1. The total number of referrals received by the MaPS for “specified guidance” pursuant to Regulation 9(1)(a) of the Regulations;
2. The number of completed guidance sessions following referrals under paragraph 1, i.e. sessions resulting in “specified evidence” being provided to the member pursuant to Regulation 9(1)(b);
3. The number of guidance sessions that were commenced but not completed or did not result in “specified evidence” being provided to the member;
4. The average time taken between the date the referral for “specified guidance” was received to the date the guidance session took place;
5. The number of individuals used by the MaPS in providing the above “specified guidance” sessions;
6. If possible to say, the number of “specified guidance” sessions where the MaPS has considered there to be a basis for concern about a possible pension scam, and the number of sessions where it has not.”

**Money and Pensions Service Response:**

I can confirm the Money and Pensions Service (MaPS) holds the information you are seeking. I have provided this information in the 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**

**Money and Pensions Service**

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





**Money &  
Pensions  
Service**

Encl: Annex FOI72

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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