

Freedom of information response

Annex 1 FOI 286



You asked Money and Pensions Service the following

Please could you provide the following information for each financial year from 2019/20 to 2024/25:

The total number of Pension Wise appointments completed.

Month	Telephone	Face to face	Pension Wise digital	Total complete appointments
January 2019	942	4727	None	5669
February 2019	2465	4362	None	6827
March 2019	2697	4743	None	7440
April 2019	3203	5441	None	8644
May 2019	3378	5892	None	9270
June 2019	3094	6010	None	9104
July 2019	4066	6752	None	10818
August 2019	3394	6232	None	9626

September 2019	3454	5846	None	9300
October 2019	3962	6432	None	10394
November 2019	3513	5462	None	8975
December 2019	2782	3465	None	6247
January 2020	3423	6346	None	9769
February 2020	3612	6727	None	10339
Marc 2020	3880	4068	None	7948
April 2020	6887	82	None	6969
May 2020	6443	None	None	6443
June 2020	8029	None	None	8029
July 2020	8597	None	None	8597
August 2020	7443	None	None	7443

September 2020	7894	None	None	7894
October 2020	8371	1	None	8372
November 2020	8686	None	None	8686
December 2020	6328	None	None	6328
January 2021	9661	None	None	9661
February 2021	9948	None	None	9948
March 2021	10713	1	None	10714
April 2021	9646	None	None	9646
May 2021	9112	None	None	9112
June 2021	9496	None	None	9496
July 2021	8477	None	None	8477
August 2021	9128	None	None	9128

September 2021	7784	None	None	7784
October 2021	7211	None	None	7211
November 2021	7121	1	None	7122
December 2021	4154	None	None	4154
January 2022	9036	None	None	9036
February 2022	9316	None	None	9316
March 2022	8932	None	None	8932
April 2022	6752	None	None	6752
May2022	7114	1	None	7115
June 2022	8524	None	None	8524
July 2022	9391	None	None	9391
August 2022	10047	533	None	10580

September 2022	9200	855	None	10055
October 2022	8644	775	None	9419
November 2022	9157	665	None	9822
December 2022	5378	340	None	5718
January 2023	8420	673	None	9093
February 2023	7665	869	None	8534
March 2023	8010	1014	None	9024
April 2023	7047	836	None	7883
May 2023	7502	807	None	8309
June 2023	8445	821	None	9266
July 2023	8286	780	None	9066
August 2023	8577	905	None	9482

September 2023	7516	694	None	8210
October 2023	8327	671	None	8998
November 2023	9130	528	None	9658
December 2023	5906	323	None	6229
January 2024	9185	511	None	9696
February 2024	8423	562	None	8985
March 2024	7404	498	None	7902
April 2024	8524	484	None	9008
May2024	7994	455	None	8449
June 2024	7854	422	None	8276
July 2024	8545	534	None	9079
August 2024	8099	473	None	8572

September 2024	8292	440	None	8732
October 2024	9519	480	2154	12153
November 2024	8564	435	1820	10819
December 2024	5700	243	1103	7046
January 2025	8575	410	2261	11246
February 2025	7877	487	2150	10514
March 2025	7268	411	2102	9781
April 2025	7407	464	1941	9812
May 2025	7163	363	2392	9918
June 2025	7334	363	2761	10458
July 2025	8101	424	3266	11791
August 2025	6689	366	3201	10256

September 2025	7512	393	3591	11496
Total	581,345	103,898	28,742	713,985
