

Response date: 26th March 2025

You asked Money and Pensions Service the following

Can you provide me with information on the average wait times on a monthly basis over the last year for an appointment with Pensions Wise.

Money and Pensions Service Response

We are treating your correspondence as a request for information under the Freedom of Information Act 2000. We confirm that we hold the information. The information we can provide is as follows:

Pension Wise	Mar 2024	Apr 2024	May 2024	Jun 2024	Jul 2024	Aug 2024	Sept 2024	Oct 2024	Nov 2024	Dec 2024	Jan 2025	Feb 2025
Booking wait time (working days)	19.0	24.3	22.3	20.8	22.7	21.3	18.5	16.1	13	13.7	11.7	18.3