

Response date: 26th March 2025

You asked Money and Pensions Service the following

I would like to know how many Pension wise appointments have been arranged by year since launch and how many of these were actually attended.

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. However, the information is exempt under Section 21 of the Freedom of Information Act because the information is reasonably accessible to you, as it is already in the public domain.

To be helpful, you can find the information you seek at <https://maps.org.uk/en/publications/moneyhelper-pension-take-up-dashboard>.

A user can click on each KPI for data by period, and the information provided covers both of your requests. A sample of this data is as follows:



PENSION WISE APPOINTMENTS Q3 2024/25		
	Arranged	Attended
Face to Face	1, 525 Down 20.9%	1,194 Down 20.0%
Telephone	39,883 Down 5.2%	26,134 Down 4.5%

