

Response date: 5 December 2025

You asked Money and Pensions Service the following

1. The total number of amber-flag referrals received since the process began
 - a. by month, provider type, and provider.
2. The average and median waiting times between referral and appointment.
3. The number of consumers referred more than once (e.g. by multiple providers).
4. The number and percentage of referrals where the appointment was completed, cancelled, or not attended.
5. Any data held on referral reasons cited by providers (e.g. “overseas investments,” “execution-only,” “no adviser”).
6. The number of appointments flagged as “unnecessary” by the MaPS staff members.
 - a. Whether you have a system for recording inappropriate referrals.
 - b. If so, what is the process and how many instances
7. Number and percentage of referrals resulting in:
 - a. appointment completed;
 - i. split of potential scam identified or not
 - ii. cancelled by client
 - iii. no-show
 - iv. not progressed (e.g. client abandoned transfer).
8. Number of referrals relating to pots below £10,000 or £30,000 — i.e. low-value transfers.

Money and Pensions Service response

1. The total number of amber-flag referrals received since the process began*
 - a. by month, provider type, and provider.
2. The average and median waiting times between referral and appointment.

Working days

Average wait time	17.26 days
Median wait time	17 days

Calendar days

Average wait time	22.79 days
Median wait time	22 days

3. The number of consumers referred more than once (e.g. by multiple providers): *1310 customers.*

4. The number and percentage of referrals where the appointment was completed, cancelled, or not attended.

Regarding the requested data on the split between potential scams identified and not identified, unfortunately, we are unable to provide this as we do not collect data in that format.

	Volume	Percentage (%)
Complete	47553	84%
Cancelled	5851	10%
No Show	2323	4%
Incomplete	1093	2%

5. Any data held on referral reasons cited by providers (e.g. “overseas investments,” “execution-only,” “no adviser”).

Amber Flag	Number of reasons
Unknown	21426
Complex investment structure	757
Employment link	773
Evidence provided not genuine	375
High risk/unregulated investments	2603

High volume to same scheme	116
High volume with same FA	90
Overseas investments	16585
Unclear/high fees	3987

6. The number of appointments flagged as “unnecessary” by the MaPS staff members.

- a. Whether you have a system for recording inappropriate referrals.
- b. If so, what is the process and how many instances

We do not have access to all of the information which the referring provider has considered during their due diligence and therefore we cannot comment on the appropriateness of a referral.

7. Number and percentage of referrals resulting in:

- a. appointment completed;
 - i. split of potential scam identified or not
 - ii. cancelled by client
 - iii. no-show
 - iv. not progressed (e.g. client abandoned transfer).

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8. Number of referrals relating to pots below £10,000 or £30,000 — i.e. low-value transfers.

Pots below 10000 = 6842

Pots below 30000 = 15978.

*Data set is too extensive to publish