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**Question 1: Please detail what roles require pensions experience in the new MaPS organisational structure and, if possible, the proportion of MaPS staff that currently have CII or other relevant pensions qualifications.**

**PENSIONS STAFF QUALIFIED ROLES**

**Pensions Operations**

Head of Pensions Operations

Pensions Operations Manager

Technical Specialist (Shift Supervisor)

Technical Specialist (Quality Assurance & Technical)

Technical Specialist

Assistant Technical Specialist

**Pensions Policy**

Head of Pension Policy & Strategy

Senior Policy & Strategy Managers

Policy & Strategy Managers

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**Question 2: Please provide figures for the number of complaints received by MAPS, by month, since launch. Where possible, please categorise these into the type of complaint received. Please also state where any redress has been awarded or paid out or formal disciplinary action has been taken against a MAPS staff member, and which body is now responsible for this under the MAPS organisational structure.**

<b>NUMBER OF COMPLAINTS</b>						
<b>2019: total 36</b>						
<b>January</b>	<b>February</b>	<b>March</b>	<b>April</b>	<b>May</b>	<b>June</b>	
2	2	3	2	3	1	
<b>July</b>	<b>August</b>	<b>September</b>	<b>October</b>	<b>November</b>	<b>December</b>	
0	2	1	11	7	2	
<b>2020: total 34</b>						
<b>January</b>	<b>February</b>	<b>March</b>	<b>April</b>	<b>May</b>	<b>June</b>	
2	10	5	1	4	12	
<b>July</b>	<b>August</b>	<b>September</b>	<b>October</b>	<b>November</b>	<b>December</b>	
0	0	0	0	0	0	
<b>Total Ex gratia payment(s) paid since 1 January 2019</b>			<b>£2,000</b>			

REASON FOR COMPLAINTS		
Year	2019	2020
Customer Service	12	20
Communication	11	6
Accessibility	2	3
Timeliness	8	3
Corporate Information	3	2
<b>Yearly total</b>	<b>36</b>	<b>34</b>

**Question 3: Please provide figures for the number of financial advisers on the retirement adviser directory that was inherited from the Money Advice Service, by month, since MAPS was launched.**

<b>RETIREMENT ADVISER DIRECTORY</b>			
<b>2019</b>	<b>Firms Registered on Directory</b>	<b>Firms Visible to Public</b>	<b>Advisers Registered on Directory</b>
<b>January</b>	3239	2823	7134
<b>February</b>	3254	2835	7139
<b>March</b>	3268	2845	7155
<b>April</b>	3268	2841	7152
<b>May</b>	3361	2919	7388
<b>June</b>	3433	2982	7601
<b>July</b>	3513	3036	7807
<b>August</b>	3530	3046	7856
<b>September</b>	3549	3058	7867
<b>October</b>	3569	3078	7951
<b>November</b>	3592	3078	7951

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<b>December</b>	3604	3091	8028
<b>2020</b>			
<b>January</b>	3613	3098	8075
<b>February</b>	3625	3108	8075
<b>March</b>	3646	3129	8176
<b>April</b>	3661	3140	8189
<b>May</b>	3671	3147	8243
<b>June</b>	3689	3164	8268
<b>July</b>	3681	3155	8290

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