



Via Email Only

20 January 2021

Freedom of Information Ref No. FOI38

Dear [REDACTED]

Thank you for your Freedom of Information request received on 22 December 2020.

You asked the Money and Pensions Service the following:

“I would like to find out more about your organisations adoption of AI and Digital Transformation. Please see below a list of questions that hopefully you can help me with under the FOI ACT.

- 1. Do you currently have any AI enabled chatbots engaging with Citizens directly? If not, do you intend to introduce this in the next 12 months? If you are looking to introduce AI enabled chatbots in the next 12 months, then please advise us on who is best to contact regarding this. (Name, Job Title and Email address)**
- 2. Do you currently have a live webchat to engage with Citizens live on your website? If not, do you intend to introduce this in the next 12 months? If you are looking to introduce live Webchat in the next 12 months, then please advise us on who is best to contact regarding this. (Name, Job Title and Email address)”**

Money and Pensions Service Response:

I can confirm MaPS holds information relevant to your request but some of the information is exempt.

- 1. At present the Money and Pensions Service (MAPS) does not have any AI enabled chatbots engaging with Citizens but we are considering this technology for the future.**
- 2. We already use webchat to engage with citizens, and we are considering re-procuring this technology in the next 12 months. This is likely to be part of an omnichannel solution.**

Please feel free to contact MaPS Chief Technology Officer, [REDACTED] to discuss these matters further if you wish at [REDACTED]





**Money &
Pensions
Service**

I hope this information is helpful. If you have any queries about my response to your request do not hesitate to contact me. Please remember to quote the reference number above in any future communication.

Yours sincerely,



Complaints & Freedom of Information Officer

Your right to complain under the Freedom of Information Act

If you are not happy with this response you can ask for an internal review by e-mailing foi@maps.org.uk or by writing to Money and Pensions Service, 120 Holborn, London, EC1N 2TD. Any review request should be sent within two months of the date of this letter.

If you are not content with the outcome of an internal review you may apply directly to the Information Commissioner's Office (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted our own complaints procedure.

The ICO can be contacted at: Wycliffe House, Water Lane, Wilmslow Cheshire SK9 5AF
<https://ico.org.uk/global/contact-us/> or telephone 0303 123 1113 or 01625 545745