



By Email Only

21st June 2021

Freedom of Information Ref No. FOI45

Dear [REDACTED]

Thank you for your Freedom of Information request received on 1st June 2021.

You asked Money and Pensions Service the following:

“Please could you tell me how many people have used the Investment Pathways tool to date?”

Money and Pensions Service Response:

On 1st January 2019, Pension Wise, The Money and Pensions Service, and Money Advisory Service merged to form the Money and Pensions Service. The Money and Pensions Service aims to deliver advice relating to pensions, money guidance, debt advice, and consumer protection. Further details can be found on the website: <https://moneyandpensionsservice.org.uk/>.

I can confirm the Money and Pensions Service holds the information you are seeking. The Investment Pathways tool helps individuals explore their investment pathway options and went live on Monday 1st February 2021.

From 1st February to 14th June 2021:

- Over **9200** users have visited the investment pathway tool
- Approximately **8820** users clicked on “Get Started”
- **4040** users got to the “Next step” which is the tool completion.

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,

[REDACTED]
Complaints & Freedom of Information Officer





**Money &
Pensions
Service**

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