



Department
for Work &
Pensions

Minister for Work and
Pensions (Lords)
4th Floor
Caxton House
Tothill Street
LONDON
SW1H 9DA

0207 340 4000

www.gov.uk/dwp

ministers@dwp.gsi.gov.uk

Baroness Janke
House of Lords
London
SW1A 0PW

4th June 2019

Dear Barbara,

During the Financial Guidance and Claims Act 2018 (Naming and Consequential Amendments) Regulations 2019 debate on 1st May, you asked for an update on the Money and Pensions Service's (MAPS) consumer protection function.

The consumer protection function as described in the Act requires the Money and Pensions Service to notify the Financial Conduct Authority (FCA) if it becomes aware of any practices carried out by FCA regulated persons, which it considers may be detrimental to consumers. It is also required to, from time to time, publish an assessment of the effect of unsolicited direct marketing on consumers and advise the Secretary of State for Work and Pensions whether to make regulations under section 22 of the Act in relation to consumer protection.

I have asked the Money and Pensions service for an update on progress in this area. They have informed me that, as part of their ongoing 'Listening Phase' they will be consulting over the coming months with consumer groups, industry, regulators and others on establishing their consumer protection function.

The Money and Pensions Service are committed to working with regulators and Government to share insight and support on consumer protections issues. MAPS will build on the work of their predecessor organisations – for example, continuing to play an active role in Project Bloom, a Government-led taskforce set up to prevent pensions scams by sharing intelligence, raising awareness and coordinating communications to educate and protect consumers.

Once MAPS' 'Listening Phase' is completed, they will be able to provide more information on their consumer protection function when they publish their Corporate Plan in the Autumn.

I would like to thank all the Noble Lords who spoke during the debate and their interest in receiving an update on progress achieved by MAPS since its launch in January.

I am copying this letter to all those who took part in the debate, and will place a copy in the House Library.

Best wishes,



Baroness Buscombe
Minister for Work and Pensions (Lords)