



Department  
for Work &  
Pensions

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

0207 340 4000

[www.gov.uk/dwp](http://www.gov.uk/dwp)

[ministers@dwp.gsi.gov.uk](mailto:ministers@dwp.gsi.gov.uk)

Lord McKenzie of Luton  
House of Lords  
London  
SW1A 0PW

4<sup>th</sup> June 2019

*Dear Bill,*

During the Financial Guidance and Claims Act 2018 (Naming and Consequential Amendments) Regulations 2019 debate on 1<sup>st</sup> May, you asked a number of questions, which I believe were not covered in my speech. I have sought responses from my officials here at the Department for Work and Pensions, HM Treasury and the Money and Pensions Service (MAPS) to answer the points you raised. I have set out their responses below.

### **Scheme transfers**

All transfer schemes have now successfully been completed.

Details of the monetary amounts transferred to MAPS will be available shortly when the Pensions Advisory Service and the Money Advice Service publish their Annual Report and Accounts.

Pension Wise was a division within the Department for Work and Pensions until it was transferred to MAPS on 1<sup>st</sup> January 2019. As such, the first nine months of the financial year will be included in the Department's Annual Report and Accounts and the remaining three months (January to March 2019) will form part of MAPS' Annual Report and Accounts for 2018/19, which are due to be published later this year.

### **Appointment of executive and non-executives**

MAPS currently has two executive directors and six non-executive directors in place, with the opportunity to increase if required. Further details of the individual board members can be found on the MAPS website: <https://moneyandpensionsservice.org.uk/our-board/>

## **Pensions Cold Calling**

The Government is working closely with the Information Commissioner's Office (ICO) to monitor the impact of the pensions cold calling ban. This ban, which came into force on 9<sup>th</sup> January 2019 is enforced by the ICO, who has tough enforcement powers, including the power to fine offenders up to £500,000. The ICO may also serve an enforcement notice. Failure to comply with this is a criminal offence. The ICO treats complaints in relation to pension cold calling as priorities for investigation. Since the introduction of the ban, the ICO has opened 22 investigations into potential breaches of the ban, of which 16 are ongoing.

The ICO is also working in partnership with Project Bloom, a cross-government taskforce that brings together law enforcement, regulators, government and industry to share intelligence, raise awareness of scams through communication campaigns, and take enforcement where appropriate.

In addition to the work of Project Bloom, Action Fraud and the National Fraud Intelligence Bureau (NFIB) support UK police forces by recording and analysing fraud reports nationally. Scam reports to the ICO are received by Action Fraud and are referred by the NFIB to the most appropriate partner, i.e. either law enforcement or a regulator.

As I said during the debate, the Government does not consider the pensions cold calling ban a 'job done' and we will continue our efforts to review the effectiveness of the ban. The Financial Guidance and Claims Act 2018 includes a provision that the Secretary of State must keep under review whether a prohibition on unsolicited direct marketing in relation to consumer financial products and services other than pensions would be appropriate.

## **Financial Conduct Authority rules on a stronger nudge to guidance.**

As I mentioned in my speech, MAPS is delivering on the commitment set out in the Financial Guidance and Claims Act 2018, developing trials for how to most effectively and more strongly nudge people to take pensions guidance prior to accessing their pension pots. They are working closely with FCA colleagues, DWP officials and the Pensions Regulator.

Following a procurement process, MAPS will shortly be signing a contract with a prominent and respected behavioural research agency who will work on the detailed design of the trials to be conducted this year. Following the publication of their evaluation report on the trials, the FCA will be developing their rules for a stronger nudge to guidance for personal pension schemes.

## **Position on delegation of functions to delivery partner organisations**

As with the predecessor bodies, MAPS will continue to delegate certain functions to delivery partner organisations. In 2019-20, MAPS is investing in this frontline delivery, so that more people can access their high quality, effective services whilst maintaining or improving the quality of each service.

This will result in:

- 60,000 more pensions guidance sessions, to a total of 290,000 sessions under the Pensions Advisory Service brand.
- 35,000 more pension freedoms sessions, to a total of 205,000 sessions under the Pension Wise brand.
- 85,000 more debt advice sessions, to a total of 560,000 sessions.
- 5,000 more money guidance telephone calls, webchats or emails, to a total of 170,000 under the Money Advice Service brand.

I would like to thank all the Noble Lords who spoke during this debate for 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,  
Revd*

**Baroness Buscombe  
Minister for Work and Pensions (Lords)**