

## 1. Introduction

The Money & Pensions Service (MaPS) will replace the 3 existing providers of government-sponsored financial guidance – the Money Advice Service, the Pensions Advisory Service and Pension Wise – bringing together the provision of debt advice, money guidance and pension guidance for the first time.

The new body will deliver free and impartial financial guidance and a more streamlined service to members of the public providing easier access to the information and guidance.

MaPS became a legal entity on 1 October 2018 and will take on its delivery functions from January 2019. MaPs is an executive non-departmental public body, sponsored by the [Department for Work and Pensions](#).

## 2. The Freedom of Information Act

The Freedom of Information Act 2000 provides public access to information held by public authorities. It does this in two ways:

- public authorities are obliged to publish certain information about their activities; and
- members of the public are entitled to request information from public authorities.

## 3. Who can make a Freedom of Information Act (FOI) request?

Anyone can make a freedom of information (**FOI**) request – they do not have to be UK citizens, or resident in the UK. **FOI** requests can also be made by organisations, for example a newspaper, a campaign group, or a company. Employees of a public authority can make requests to their own employer.

## 4. How to make a Freedom of Information request

If the information is not already published on our website, you should write to us. It helps us if you mention that you have an FOI request and if you send the request to [FOI@maps.org.uk](mailto:FOI@maps.org.uk). The request must be in writing; we prefer receiving a letter or email. If you make the request via the web or our social networking sites, we will try to pick them up.

You must use your real name and provide your address for correspondence. We may use reasonable measures to verify your identity. If we have reasonable doubts concerning your identity, we may request that you provide additional information to confirm your identity.



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When making your request please clearly describe the information that you are requesting. It is helpful if you provide us with the reasons that you need the information so that we can make sure that we provide you with the most relevant information.

## **5. What we do with Freedom of Information requests**

We will respond to your request within 20 days of receipt. We may need to extend the period by up to two further months if the request is for a large amount of information or the information is complex to extract. If we do extend the period, we will write to you within the 20 days of the original request and explain the reasons for the delay.

If we do not have the information or we are not clear of the information that you are requesting, we will contact you within 20 days of the original request.

## **6. What if we have to refuse the request**

If we cannot respond to your FOI request, we will write to you with the reasons for not providing the information, details of the supervisory authority that you can contact to complain and details of seeking a judicial remedy.

## **7. Charges for Freedom of Information requests**

We do not normally charge for FOI requests. Where further copies are requested or an excessive amount of information is requested, we may charge a reasonable fee based on our administrative costs. If we do need to charge, we will send you the costs prior to providing the information in order that you can decide whether you wish to proceed.