

# Customer Experience and Quality Monthly Update

August 2025



## Appeals Hub

Following previous updates, MaPS is seeking an alternative way to automate the appeals process, to create efficiencies in the current system. A potential solution has been identified and is currently in development. This will be shared with Delivery Partners in due course.

In the meantime, the current manual system will remain in use, in line with the existing appeals SLA.

## Clarification Hub - Standard 1g (Advice)

A recent update on the Clarification Hub has thrown into question the minimum expectations for Delivery Partners to meet MaPS Standard – 1g.

Here's a reminder of what the Standard says: *"The information, guidance or advice provided must make the consumer aware of digital tools on MaPS' website and that of Delivery Partners."*

A further clarification has been submitted to the hub, which MaPS is keen to draw Delivery Partners' attention to. This is clarification number 266, which supersedes item 252.

This is impacted by the recently updated IQAS assessment approach, which has sought more explicit evidence that customers have been clearly referred to relevant website tools. Therefore, a changed approach in line with the clarification has now been introduced.

Any appeals relating to July submissions have been reviewed considering this further clarification, and any assessments undertaken during August 2025 are available for appeal in early September.

September cases are not likely to be impacted as the change will then have been embedded.

## National Minimum Pension Age (Advice)

Please note that the national minimum pension age is set to rise from 55 to 57, in 2028. This means individuals will need to wait until age 57 to access their private pensions, unless they meet specific exceptions. The upcoming change should be considered when identifying potential changes to a customer's circumstances in the foreseeable future, such as the impact on income and long-term debt options.

## Queries and Feedback

Please continue to send queries and feedback to this email address: [mapsquality@maps.org.uk](mailto:mapsquality@maps.org.uk) or speak to your MaPS Quality Manager.

