

DWP Central Freedom of Information Team

e-mail: freedom-of-information-request@dwp.gsi.gov.uk

Our Ref: VTR 1855

08 May 2014

Dear Mr Smith

Thank you for your Freedom of Information (Fol) request received on 14 April 2014. You asked:

Over the last 12 months or so, me and many others have not been able to log into the pension statement e-service. I and many others have reported this. We still, after over 12 months, cannot log in to get statements. We have used the service before and its been ok. I/we get the "standard reply" saying "we are aware" and "its being looked at" etc etc. I know the statement can be asked for by phone or post but the e-service should work if requested.

Q1. What action has taken place to remedy this fault?

The State Pension statement e-service is sometimes unavailable due to planned and unplanned 'downtime'.

We have checked the State Pension statement e-service availability for recorded periods covering the last 13 months (11/03/13 – 06/04/13). During these 392 days, there was unplanned downtime (on three separate occasions) adding up to a total of just under seven days of e-service unavailability.

Any downtime experienced due to unforeseen technical problems is handled as part of the DWP approved incident management process.

Planned downtime is sometimes necessary for technical upgrades and content changes. Over the same 13 month period, a total of 18 days scheduled work was undertaken, wherever possible during non-peak times (evenings and weekends) to cause minimum disruption to customers.

Q2. If no action has taken place then why not?

See answer to question 1

Q3. When will we be able to use the service again?

At the time of writing, the State Pension statement e-service is up and running as normal. If you do have any further questions, or experience future problems in using the e-service, you

can get immediate help from the Helpdesk on 0845 601 8040 (08:00-21:00 weekdays, 09:00-16:00 weekends) or email: eservicehelpdesk@dwp.gsi.gov.uk.

If you have any queries about this letter please contact me quoting the reference number above.

Yours sincerely,

DWP Central Fol Team

Your right to complain under the Freedom of Information Act

If you are not happy with this response you may request an internal review by e-mailing freedom-of-information-request@dwp.gsi.gov.uk or by writing to DWP, Central Fol Team, Caxton House, Tothill Street, SW1H 9NA. Any review request should be submitted within two months of the date of this letter.

If you are not content with the outcome of the internal review you may apply directly to the Information Commissioner's Office for a decision. Generally the Commissioner cannot make a decision unless you have exhausted our own complaints procedure. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow Cheshire SK9 5AF www.ico.org.uk/Global/contact_us or telephone 0303 123 1113 or 01625 545745