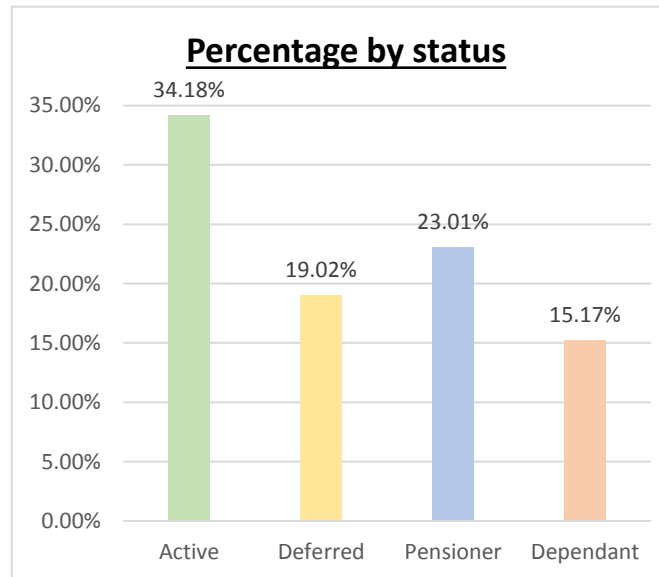
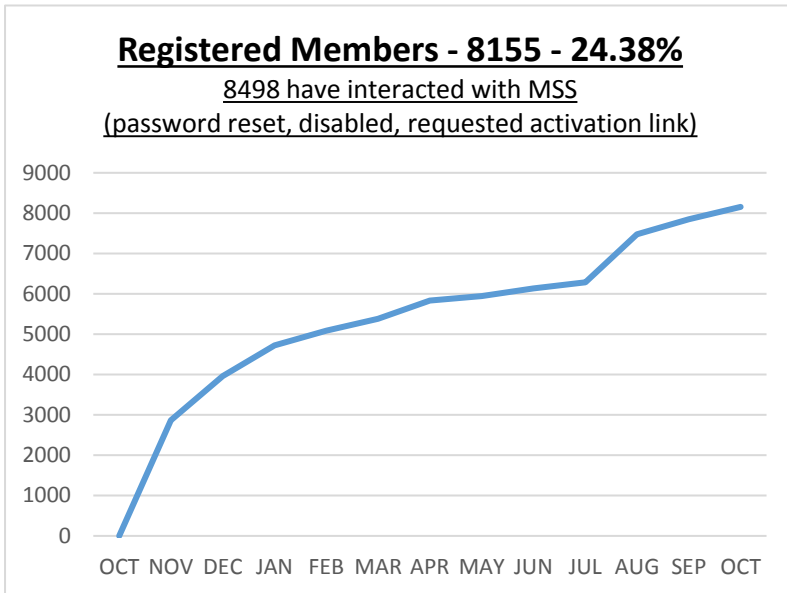


# MEMBER SELF SERVICE – 15/11/18



**Statistics between**  
18/08/18 to 15/11/18 (91 days)

**CONTACT US TASKS**

- 74 MSSKEY Key requests
- 73 MSSENQ Enquiry tasks
- 10 MSSEST Estimate tasks
- 50 MSSRET Retirement tasks
- 14 MSSTRVT Transfer tasks
- 147 Contact Us (1.62 p/day)**
- 296 MSSADD Address update (new)**
- 9 Bank details updated**

**BENEFIT PROJECTIONS**

9,376 BENEFIT PROJECTIONS CALCULATED  
**103.03 per day (up by 17 estimates per day)**

**EXPRESSION OF WISH**

368 CHANGES OF EXPRESSION OF WISH  
**4.04 per day**

**ELECTED FOR POSTAL CORRESPONDANCE**

**1,909 - 5.70% of overall members**  
189 have registered also

- 222 ACTIVE
- 115 DEFERRED
- 1374 PENSIONER
- 198 DEPENDANTS

**Average Age 72 years 197 days**

**12 months of Member Self Service (11/11/18)**

- 1 in 4 of all members have interacted with MSS
- 1 in 3 active members are currently registered
- 31,044 benefit projections calculated
- 664 'Contact Us' cases (average 2.32 day response time)

**Update from September to October 2018**

Initial conference call regarding nationwide 'MSS User Group' with GMPF and 30+ funds.

To group knowledge, develop ideas for best practice, ways to enhance membership and in-house processes.

Product owner from Aquila Heywood possibly appointed in order to oversee any technicalities and software needs.

