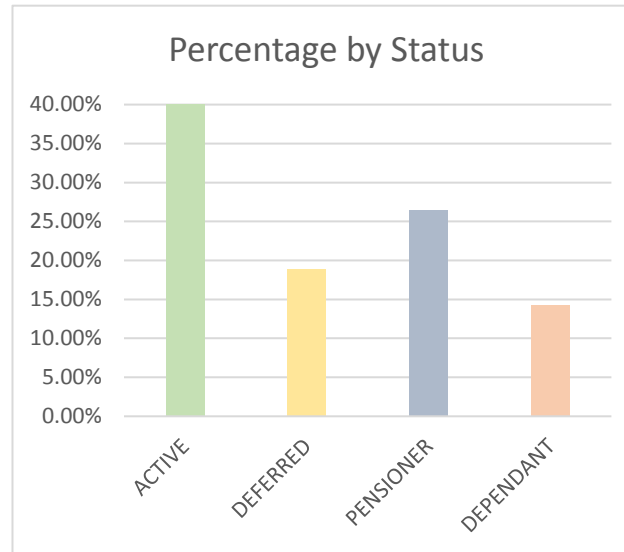
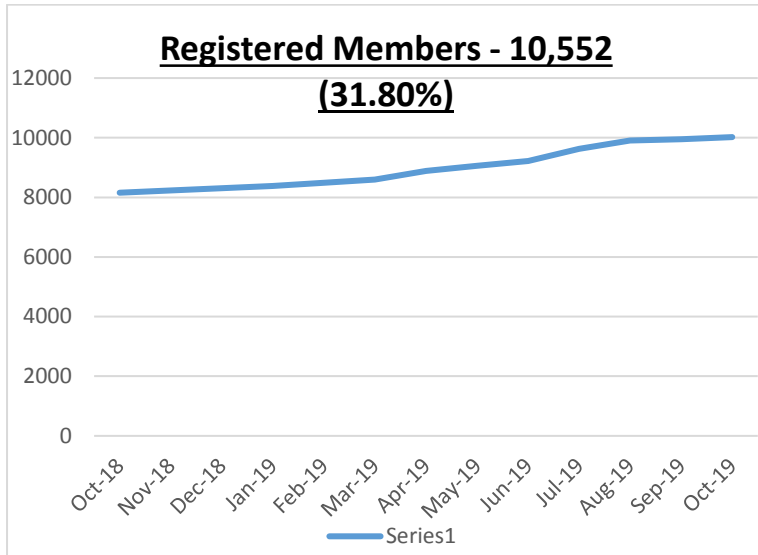


MEMBER SELF SERVICE – 05/11/2019

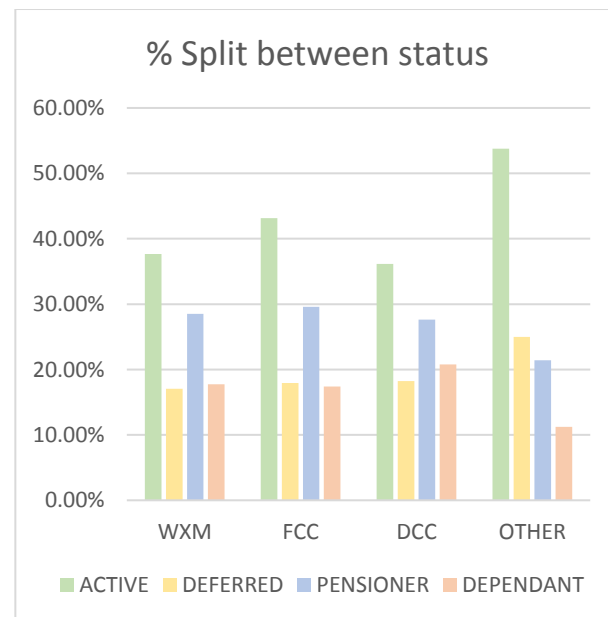


Update from August 2019 to November 2019

Annual Benefit Statements (ABS) were issued in mid-August. Since then, the Regulations & Communications Team has been providing 1:1s at members' workplaces to help them with their pension queries and to promote the use of MSS.

This is reflected in this periods stats as MSS registration has increased from 27.43% of membership in August to 31.80% in November.

The use of benefit projectors has increased since the last period (5,654 projections in the last period compared to 9,836 this period). Issuing the ABS along with the 1:1s are some of the factors as to why this has increased. Members are engaging with their pensions and are using the projectors to gauge if their pension value is enough to live off based on specific retirement dates.



Statistics between
14/08/2019 to 05/11/2019 (84 days)

CONTACT US TASKS

396	MSSKEY	Key requests
62	MSENQ	Enquiry tasks
14	MSSEST	Estimate tasks
18	MSSRET	Retirement tasks
9	MSSTVT	Transfer tasks
103	Contact Us	(1.23 p/day)
179	MSSADD	Address update (new)
8	Bank details	updated

BENEFIT PROJECTIONS

9,836 BENEFIT PROJECTIONS CALCULATED

Avg 117.10 per day

EXPRESSION OF WISH

265 CHANGES OF EXPRESSION OF WISH

3.15 per day

ELECTED FOR POSTAL CORRESPONDANCE

2,062 – 6.21% of overall members
211 have registered also

386	ACTIVE
73	DEFERRED
1,398	PENSIONER
205	DEPENDANTS