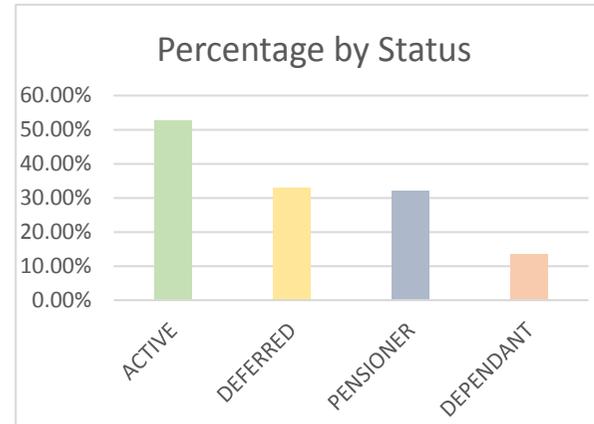
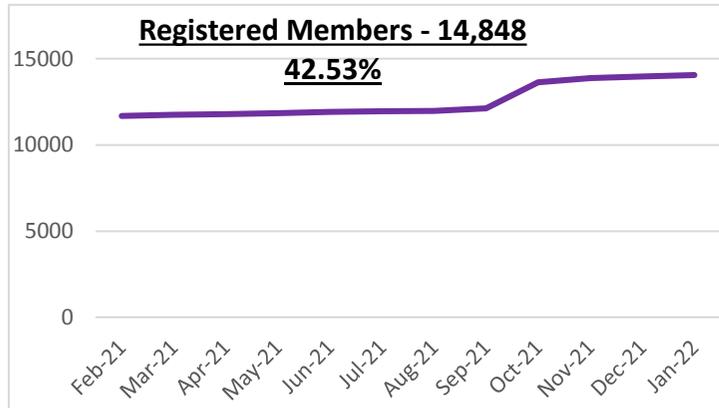




MEMBER SELF SERVICE: 01/10/2021 – 31/01/2022

Statistics between
01/10/2021 to 31/01/2022 (123 days)



CONTACT US TASKS

529 *MSSKEY Key requests*
352 SSFCASE (pay deferred)
49 MSSENQ Enquiry tasks
13 MSSEST Estimate tasks
56 MSSRET Retirement tasks
13 MSSTVT Transfer tasks
483 Contact Us 3.93 p/day
997 *MSSADD Address update*
6 *Bank details updated*

BENEFIT PROJECTIONS

16,513 BENEFIT PROJECTIONS CALCULATED

Avg 134.25 per day

EXPRESSION OF WISH

735 CHANGES OF EXPRESSION OF WISH

5.98 per day

ELECTED FOR POSTAL CORRESPONDANCE

2,164 – 6.20% of overall members
 Members now have to choose between paper post or MSS

404 ACTIVE
153 DEFERRED
1,432 PENSIONER
175 DEPENDANTS

Update from 01/10/2021 to 31/01/2022

As at 31/01/2022, 42.53% of Clwyd Pension Fund membership has registered for MSS. This means that the percentage of registered members has increased by 5.35% since our last update. This increase is due to the MSS promotional flyer we sent to our active and deferred members in October 2021.

As this was so successful, we will be sending a promotional flyer to our pensioner members at the end of February 2022. By sending this in February, it will give the pensioner members enough time to register for MSS before their annual newsletters and pensions increase letters are issued in April.

As reported in the previous update, Clwyd Pension Fund has held member 1:1s between October 2021 and February 2022. These are now drawing to a close. MSS has been promoted and demonstrated during these 1:1 sessions. By the end of February 2022, there will have been thirty-nine 1:1 days held in total.

