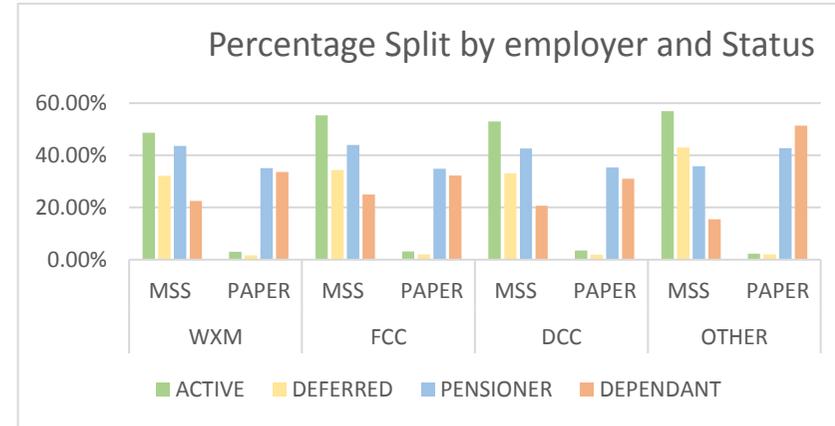
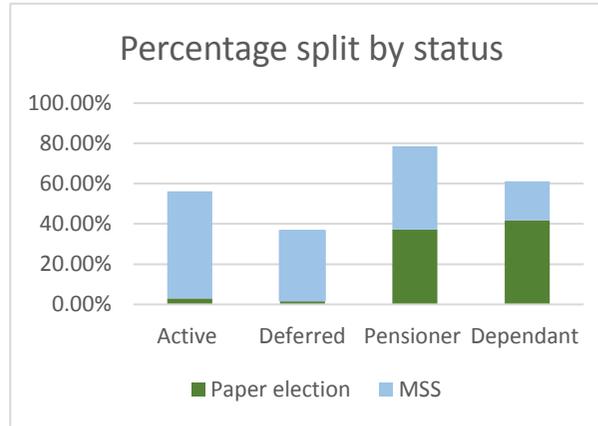
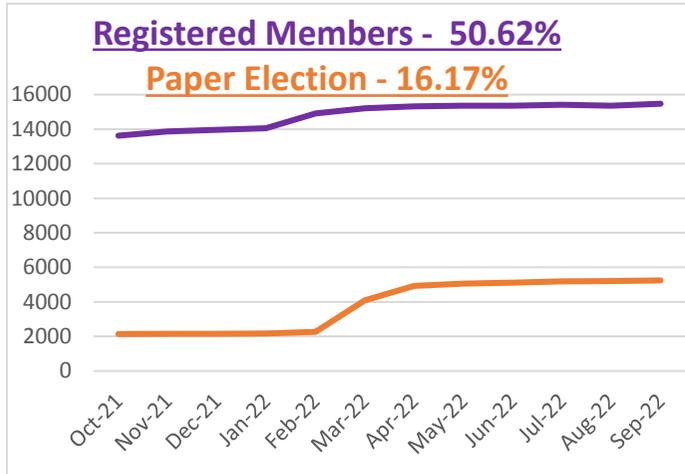




Member Self-Service: 01/08/2022 – 30/09/2022



Update from 01/08/2022 – 30/09/2022

As at 30/09/2022 50.62% of our members have registered for MSS. This means that the percentage of registered members has increased by 0.30% since our last update.

As at 30/09/2022 16.17% of our members have opted for paper correspondence. This percentage has increased by 0.11% since our last update.

During the period 01/08/2022 – 30/09/2022, the Clwyd Pension Fund has issued annual benefit statements to our active members. These have been issued via both MSS and paper post depending on members' communication preference.

We have also recently carried out another exercise to ask those members who have not chosen a communication preference, to do so. The next update will show statistics of how successful this promotion has been.

(Statistics between 01/08/2022 to 30/09/2022: (61 days))

Contact Us Tasks

- 358** **MSSKEY** Key requests
- 99 SSFCASE (pay deferred)
- 65 MSSENQ Enquiry tasks
- 3 MSSEST Estimate tasks
- 31 MSSRET Retirement tasks
- 16 MSSTVT Transfer tasks
- 214** **Contact Us 3.51 p/day)**
- 289** **MSSADD** Address update
- 9** **Bank details** updated

Benefit Projections

9,286 benefit projections calculated

Avg 152.23 per day

Expression of Wish

344 changes of expression of wish

5.64 per day