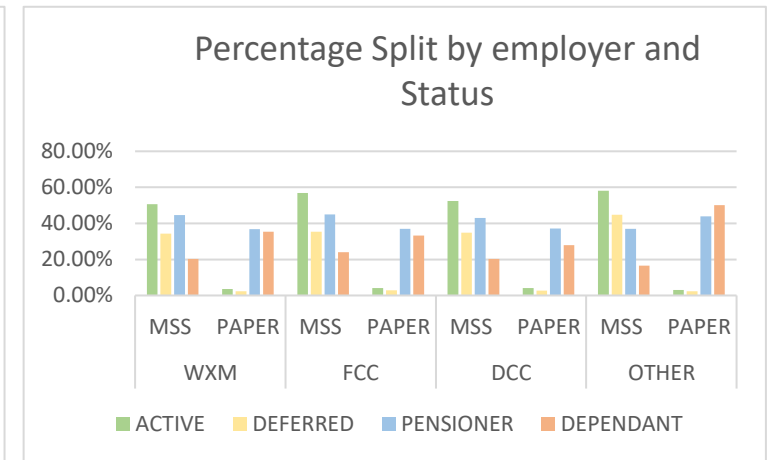
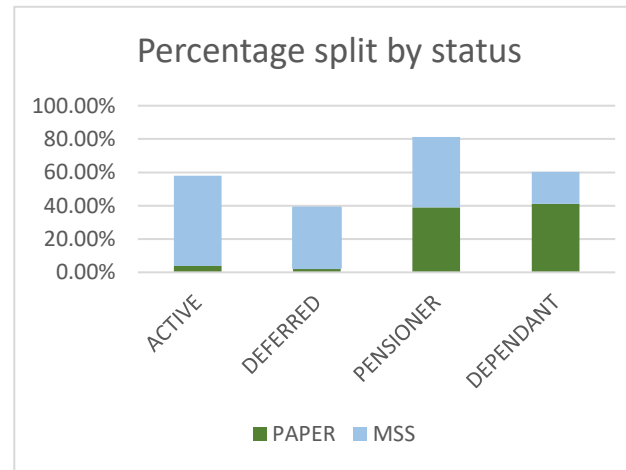
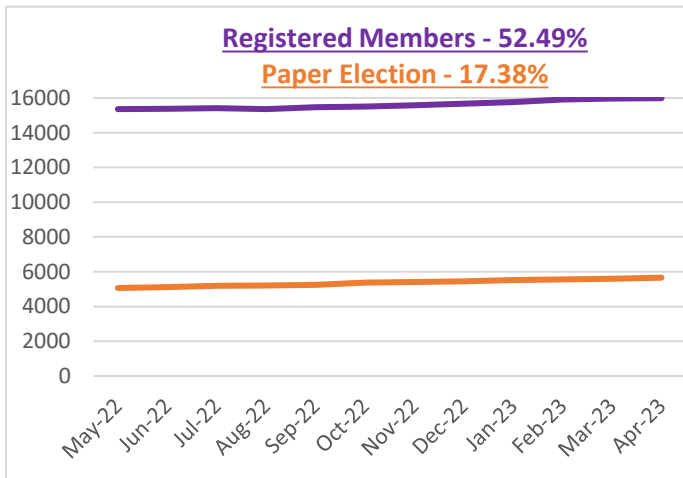


## Member Self-Service: 01/02/2023 – 30/04/2023



### Update from 01/02/2023 – 30/04/2023

As at 30/04/2023 52.49% of our members have registered for MSS. This means that the percentage of registered members has increased by 0.91% since our last update.

As at 30/04/2023 17.38% of our members have opted for paper correspondence. This percentage has increased by 0.38% since our last update.

The new process for MSS registration has now gone live. A video, that has been created in-house by Clwyd Pension Fund staff, has also been uploaded onto our website. The video explains how to register to use the online portal. This should reduce the number of calls we receive asking for help to register for MSS.

The next main project is the issuing of Deferred Benefit Statements (DBS). These will be issued either by post or electronically depending on members' communication preference. They are due to be issued at the end of June 2023. This year, we will be creating an in-house DBS guidance video to help members understand the information on their pension statement.

### (Statistics between 01/02/2023 – 30/04/2023: (89 days)

#### Contact Us Tasks

<b>559</b>	<b>MSSKEY Key requests</b>
158	SSFCASE (pay deferred)
85	MSSENQ Enquiry tasks
6	MSSEST Estimate tasks
33	MSSRET Retirement tasks
26	<u>MSSTVT Transfer tasks</u>
<b>308</b>	<b><u>Contact Us 3.46 p/day</u></b>
<b>457</b>	<b>MSSADD Address update</b>
<b>18</b>	<b>Bank details updated</b>

### Benefit Projections

14,698 benefit projections calculated  
Avg 165.15 per day

### Expression of Wish

517 changes of expression of wish  
5.81 per day