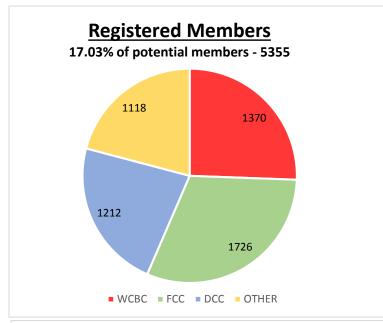
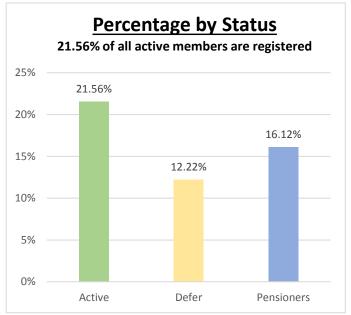


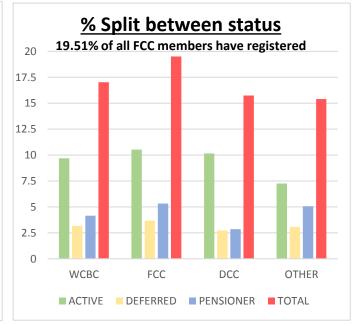
MEMBER SELF SERVICE – Pension Board – 27/02/18











CONTACT US TASKS

825	MSSKEY Key requests (7.71 per day)
184	MSSENQ Enquiry tasks
12	MSSEST Estimate tasks
36	MSSRET Retirement tasks
17	MSSTRVT Transfer tasks
249	Contact Us Tasks (2.35 per day)

BENEFIT PROJECTIONS

10,697 BENEFIT PROJECTIONS CALCULATED

99.97 per day (107 days)

EXPRESSION OF WISH

989 CHANGES OF EXPRESSION OF WISH

9.24 per day (107 days)

ELECTED FOR POSTAL CORRESPONDANCE

264 OF POTENTIAL 31,275 MEMBERS

0.84%

ACTIVE 14

DEFERRED 243

PENSIONER