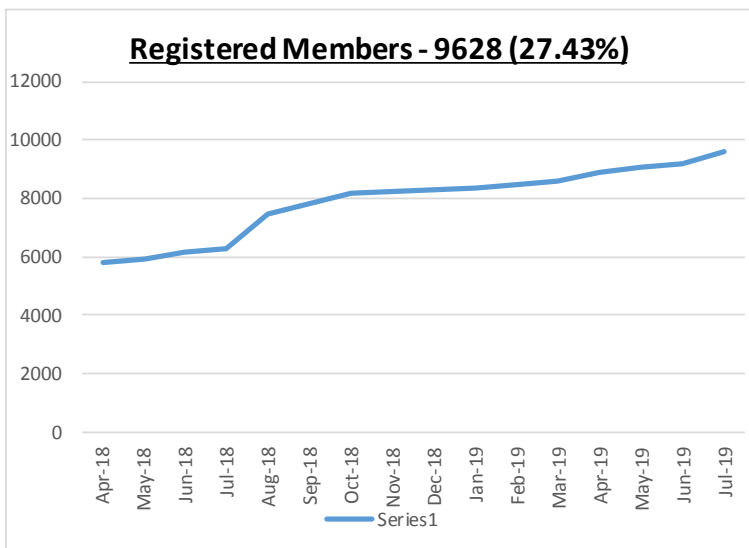


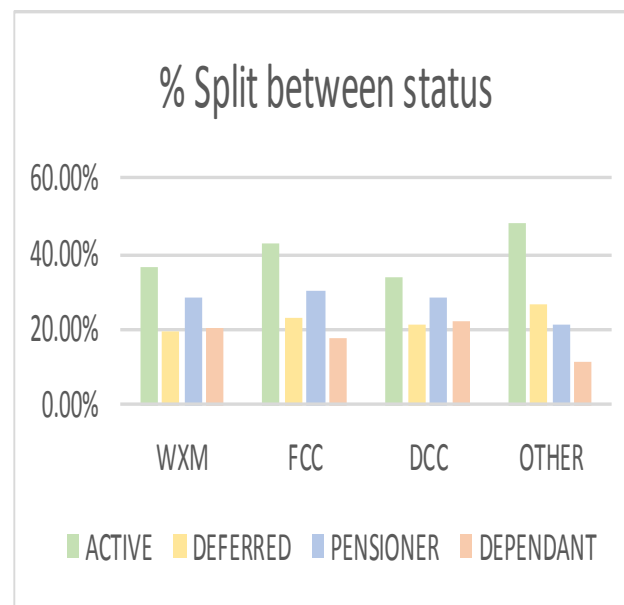
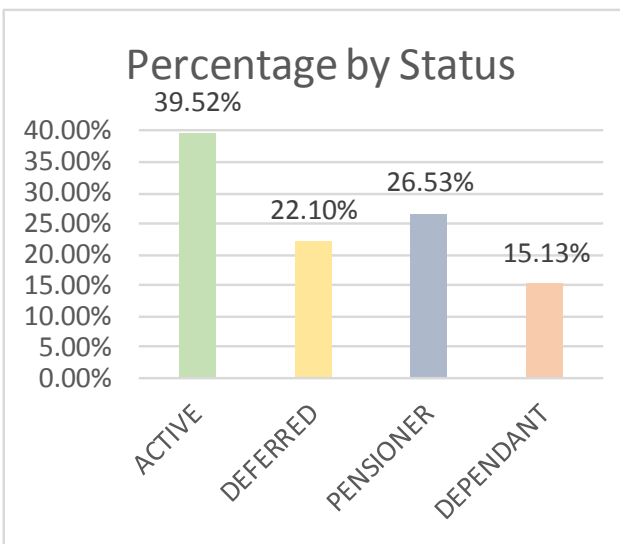
MEMBER SELF SERVICE – 13/08/2019



Update from June 2019 to August 2019

Member take-up on MSS has increased again since the last MSS statistics report. This is due to our PENPAL newsletter being issued to active members in July 2019. The newsletter promoted MSS and invited members to register to use it or to opt for paper correspondence so that they would at least be receiving some form of communication from the Clwyd Pension Fund. This means MSS opt out statistics have also increased. We currently have 2,014 members who have opted for paper correspondence.

*We had 532 activation key request tasks this period. This figure is higher than normal due to a project being undertaken to supply activation keys to members in an effort to promote the use of MSS.



Statistics between
13/06/2019 to 13/08/2019 (62 days)

CONTACT US TASKS

532* MSSKEY Key requests
50 MSSENQ Enquiry tasks
15 MSSEST Estimate tasks
28 MSSRET Retirement tasks
13 MSSTVT Transfer tasks
148 Contact Us (2.39 p/day)
171 MSSADD Address update (new)
5 Bank details updated

BENEFIT PROJECTIONS

5,654 BENEFIT PROJECTIONS CALCULATED

Avg 91.19 per day

EXPRESSION OF WISH

281 CHANGES OF EXPRESSION OF WISH

4.53 per day

ELECTED FOR POSTAL CORRESPONDANCE

2,240 – 6.38% of overall members
218 have registered also

364 ACTIVE
122 DEFERRED
1467 PENSIONER
287 DEPENDANTS