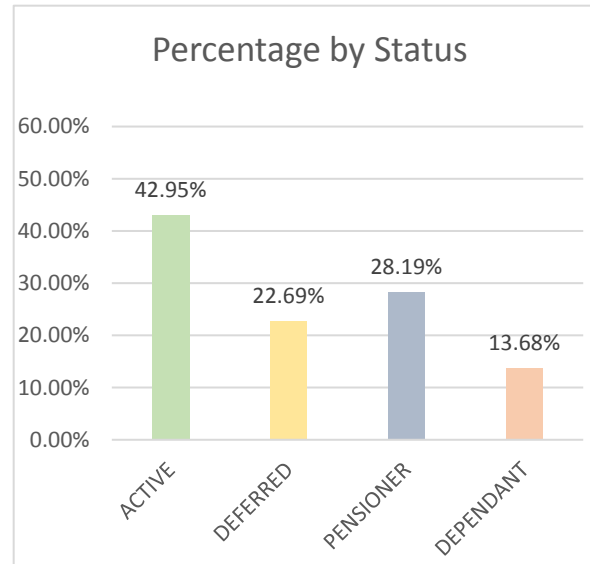
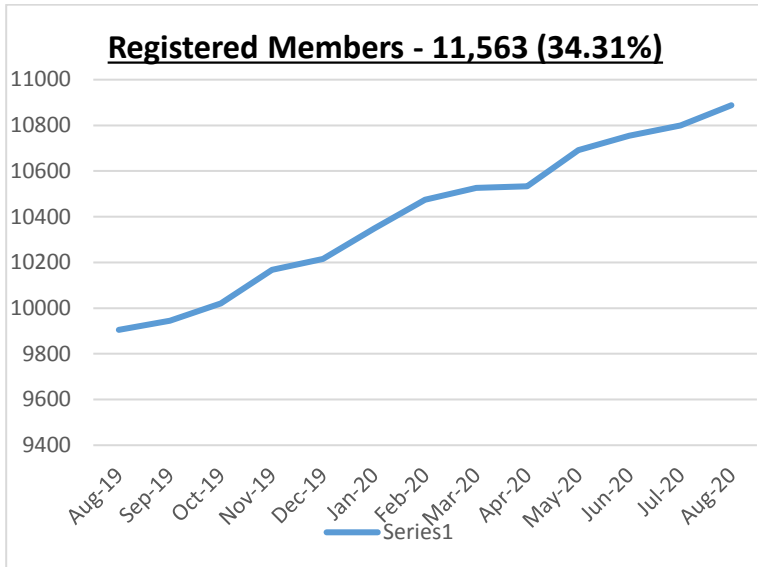


# MEMBER SELF SERVICE: 01/06/2020 - 31/08/2020



**Statistics between**  
01/06/2020 to 31/08/2020 (92 days)

**CONTACT US TASKS**

- 529 MSSKEY Key requests
- 51 MSSENQ Enquiry tasks
- 10 MSSEST Estimate tasks
- 60 MSSRET Retirement tasks
- 15 MSSTVT Transfer tasks
- 136 Contact Us (1.48 p/day)**
- 136 MSSADD Address update (new)**
- 13 Bank details updated**

**BENEFIT PROJECTIONS**

10,144 BENEFIT PROJECTIONS CALCULATED

**Avg 110.26 per day**

**EXPRESSION OF WISH**

266 CHANGES OF EXPRESSION OF WISH

**2.89 per day**

**ELECTED FOR POSTAL CORRESPONDANCE**

**2,008 – 5.96% of overall members**

Members now have to choose between paper post or MSS

- 358 ACTIVE
- 90 DEFERRED
- 1,372 PENSIONER
- 188 DEPENDANTS

**Update from 01/06/2020 to 31/08/2020**

As at 31/08/2020, 34.31% of Clwyd Pension Fund’s membership has now registered for MSS since we went live.

Clwyd Pension Fund continues to upload member documents to MSS accounts where possible. This is to ensure that members receive their documents as quickly as possible from us whilst we continue to work from home during the pandemic. Members also upload completed forms to MSS so we can access them and process retirements etc more quickly (although the member uptake on this facility has been quite slow so far).

An upgrade to the MSS system in September 2020 means that deferred members can now request an estimate from us by clicking a ‘Begin Payment Request’ button. This facility means that the member does not need to write / email us requesting the estimate. It makes the process more efficient and user friendly for the members.

