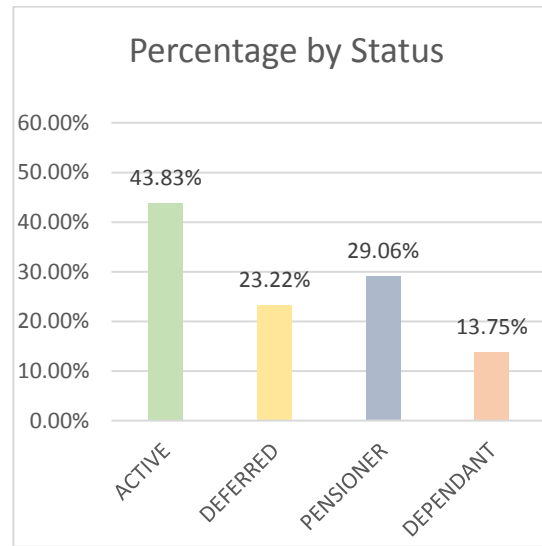
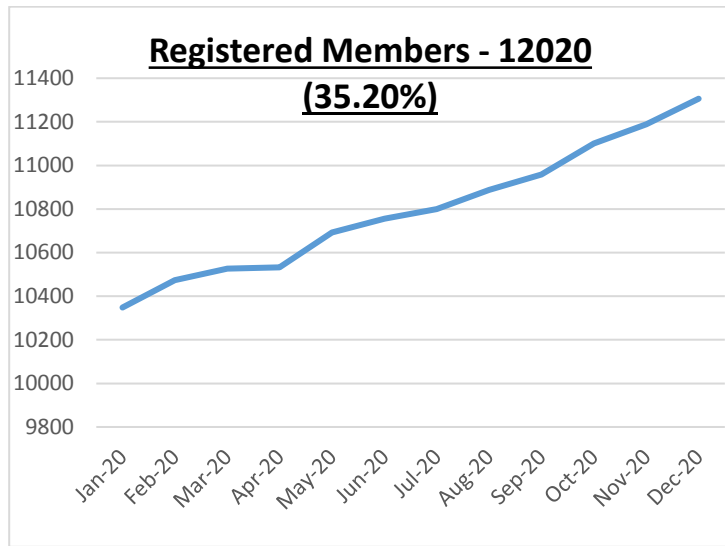


MEMBER SELF SERVICE: 01/10/2020 - 31/12/2020



Statistics between
01/10/2020 to 31/12/2020 (92 days)

CONTACT US TASKS

- 477** **MSSKEY** Key requests
- 226 SSFCASE (pay deferred)
- 37 MSSENQ Enquiry tasks
- 12 MSSEST Estimate tasks
- 62 MSSRET Retirement tasks
- 10 MSSTVT Transfer tasks
- 347** **Contact Us 3.77p/day)**
- 170** **MSSADD** Address update
- 11** **Bank details updated**

BENEFIT PROJECTIONS

6,821 BENEFIT PROJECTIONS CALCULATED

Avg 74.14 per day

EXPRESSION OF WISH

305 CHANGES OF EXPRESSION OF WISH

3.32 per day

ELECTED FOR POSTAL CORRESPONDANCE

2030 – 5.94% of overall members
Members now have to choose between paper post or MSS

- 372 ACTIVE
- 103 DEFERRED
- 1,372 PENSIONER
- 183 DEPENDANTS

Update from 01/10/2020 to 31/12/2020

As at 31/12/2020, 35.20% of Clwyd Pension Fund's membership has registered for MSS.

In the previous update, you were informed of new statistics being provided in this report for cases called SSFCASE. The use of this new case has continued to increase since members have had this facility. During this 92 day period, 226 members have used the SSFCASE to request retirement packs from us for their deferred benefits. This equates to an average request of 2.46 per day.

The annual 1-2-1s are now well under way. Between September and December 2020, 195 members had made appointments to speak to a member of the Communications Team via video chat or phone (due to social distancing rules). Of these 195 appointments, 176 members kept their appointment and 19 did not.

The 1-2-1 appointments are being promoted to continue until the end of February 2021, if there is member demand for them.

