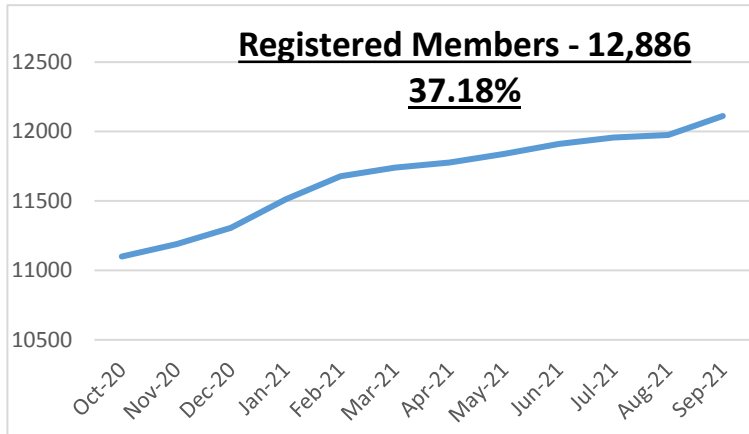




MEMBER SELF SERVICE: 01/08/2021 – 30/09/2021



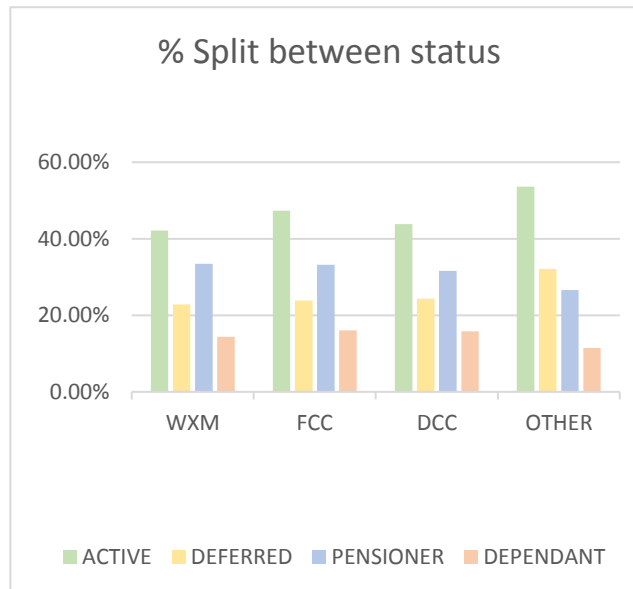
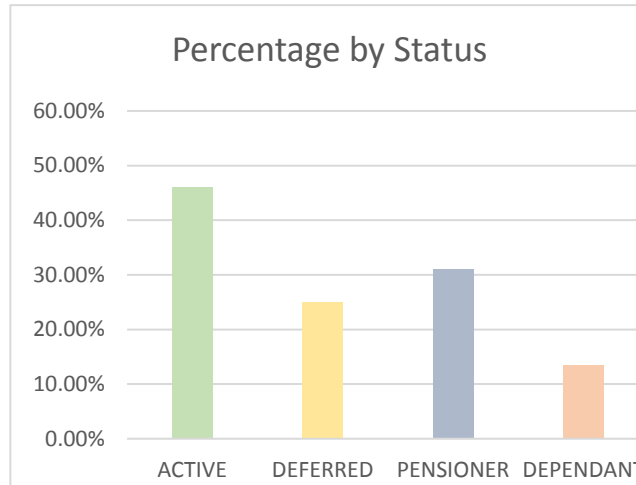
Update from 01/08/2021 to 30/09/2021

As at 30/09/2021, 37.18% of Clwyd Pension Fund membership has registered for MSS.

The Annual Benefit Statements were issued in August 2021 so this has seen a slight increase in members who have registered.

As mentioned in the previous MSS update, we have recently issued all members who have not registered for MSS, with a letter asking them to do so. These letters were issued at the start of October 2021 so the results of this promotional drive will be reflected in the next MSS update.

Between October 2021 and February 2022, Clwyd Pension Fund will be holding our annual member 121s. MSS will be promoted at these events too.



Statistics between
01/08/2021 to 30/09/2021 (61 days)

CONTACT US TASKS

473	MSSKEY Key requests
201	SSFCASE (pay deferred)
18	MSSENQ Enquiry tasks
4	MSSEST Estimate tasks
27	MSSRET Retirement tasks
6	MSSTVT Transfer tasks
256	Contact Us 4.20 p/day)
204	MSSADD Address update
3	Bank details updated

BENEFIT PROJECTIONS

9,750 BENEFIT PROJECTIONS CALCULATED

Avg 159.84 per day

EXPRESSION OF WISH

305 CHANGES OF EXPRESSION OF WISH

5.00 per day

ELECTED FOR POSTAL CORRESPONDANCE

2,087 – 6.02% of overall members
Members now have to choose between paper post or MSS

364	ACTIVE
132	DEFERRED
1,410	PENSIONER
181	DEPENDANTS