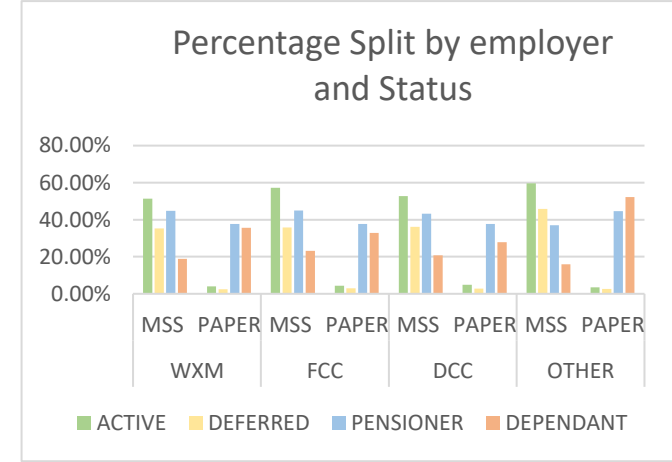
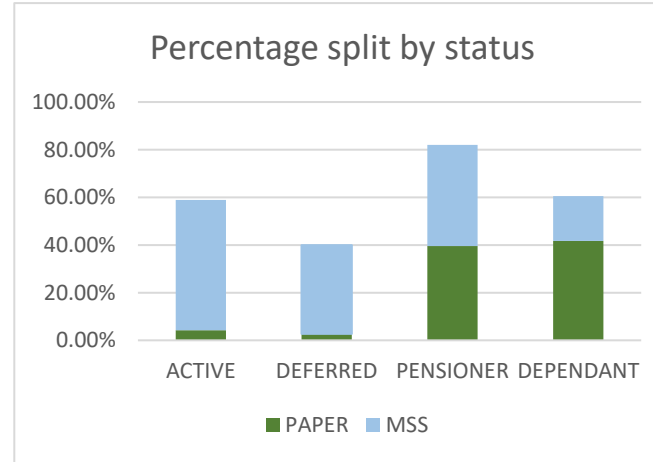
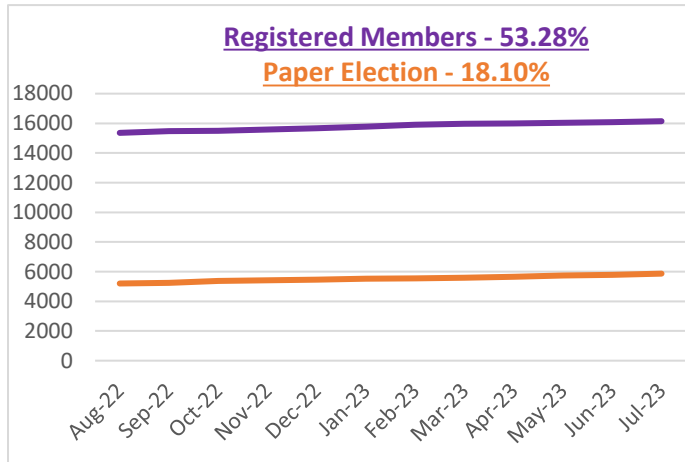


Member Self-Service: 01/05/2023 – 31/07/2023



Update from 01/05/2023 – 31/07/2023

As at 31/07/2023 53.28% of our members have registered for MSS. This means that the percentage of registered members has increased by 0.79% since our last update.

As at 31/07/2023 18.10% of our members have opted for paper correspondence. This percentage has increased by 0.72% since our last update.

The Clwyd Pension Fund issued the Deferred Benefit Statements (DBS) in June 2023. These were issued either by post or electronically depending on members' communication preference. Our in-house DBS guidance video was launched on our website to help members understand the information on their pension statement.

By 31 August 2023, the Annual Benefit Statements (ABS) will be issued to our members who are currently paying contributions into the scheme. In the same way as the DBS, these will be issued either by post or electronically depending on members' communication preference. We will also be creating an in-house ABS guidance video to help members understand the information on their pension statement.

(Statistics between 01/05/2023 – 31/07/2023: (92 days))

Contact Us Tasks

- 469** **MSSKEY** Key requests
- 181 SSFCASE (pay deferred)
- 75 MSSENQ Enquiry tasks
- 43 MSSEST Estimate tasks
- 27 MSSRET Retirement tasks
- 8 MSSTVT Transfer tasks
- 334** **Contact Us 3.63 p/day)**
- 391** **MSSADD** Address update
- 9** **Bank details updated**

Benefit Projections

13,489 benefit projections calculated
Avg 146.62 per day

Expression of Wish

375 changes of expression of wish
4.08 per day