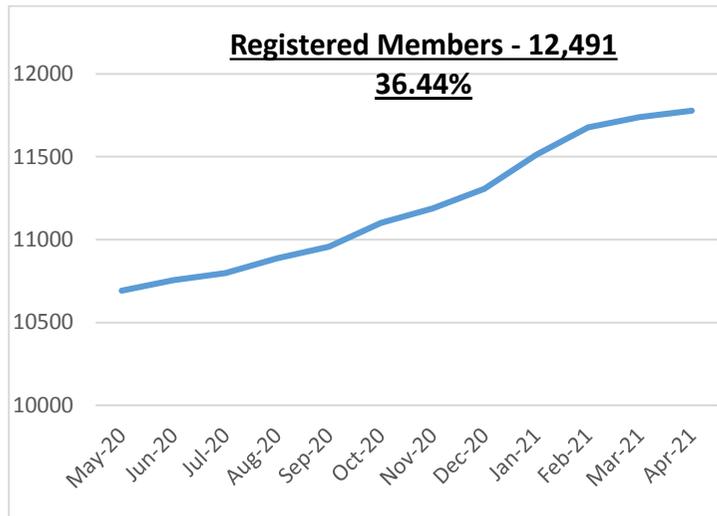


MEMBER SELF SERVICE: 01/01/2021 – 30/04/2021



Update from 01/01/2021 to 30/04/2021

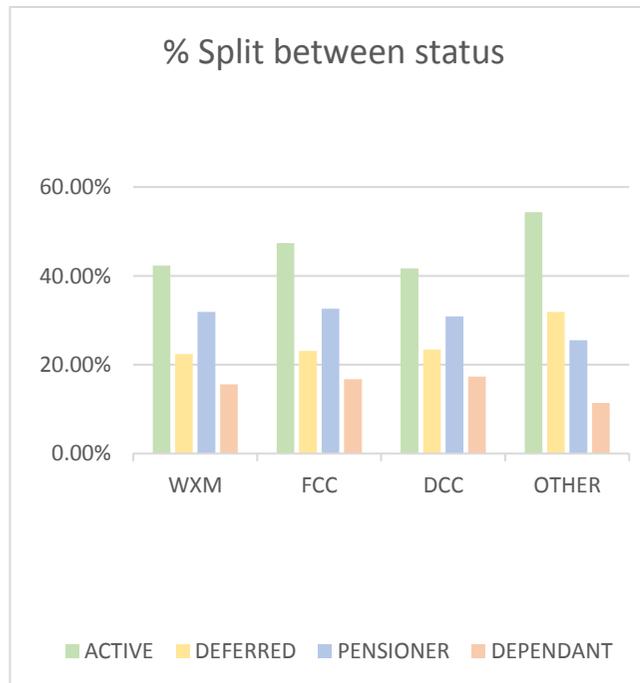
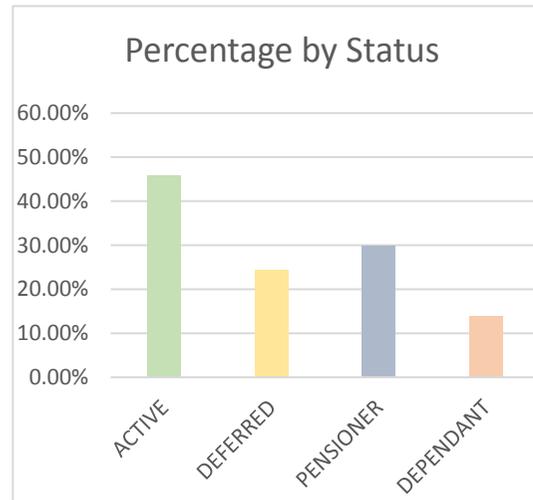
As at 30/04/2021, 36.44% of Clwyd Pension Fund's membership has registered for MSS.

We are continuing to improve website content and format to ensure that it is as user friendly and accessible as possible. This includes the MSS element of the website.

Clwyd Pension Fund is currently working on the format of the 2021 Annual Benefit Statements (ABS). The statements will again be made available via MSS (unless members have requested paper copies).

In previous years, members have logged into their MSS account and downloaded a PDF version of their ABS.

We are now working on the ABS pension figures being pulled from our pensions database onto an MSS screen. This would be the next step in how we provide our statements to our members, as it would mean that they would not need to download a PDF of their statement anymore. Instead they will be able to see their statement at one click of a button once they have logged into their MSS account.



Statistics between
01/01/2021 to 30/04/2021 (120 days)

CONTACT US TASKS

620 **MSSKEY** **Key requests**
220 SSFCASE (pay deferred)
71 MSSENQ Enquiry tasks
19 MSSEST Estimate tasks
61 MSSRET Retirement tasks
24 MSSTVT Transfer tasks
395 **Contact Us 3.29p/day)**
294 **MSSADD Address update**
6 **Bank details updated**

BENEFIT PROJECTIONS

15,251 BENEFIT PROJECTIONS CALCULATED

Avg 127.09 per day

EXPRESSION OF WISH

318 CHANGES OF EXPRESSION OF WISH

2.65 per day

ELECTED FOR POSTAL CORRESPONDANCE

2035 – 5.94% of overall members
Members now have to choose between paper post or MSS

374 ACTIVE
104 DEFERRED
1377 PENSIONER
180 DEPENDANTS