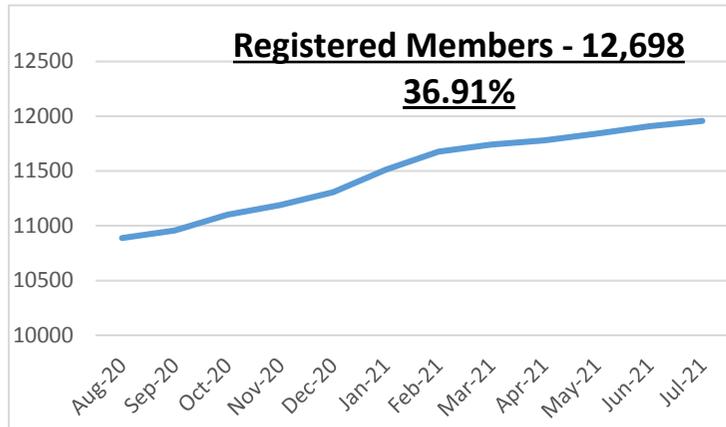




# MEMBER SELF SERVICE: 01/05/2021 – 31/07/2021

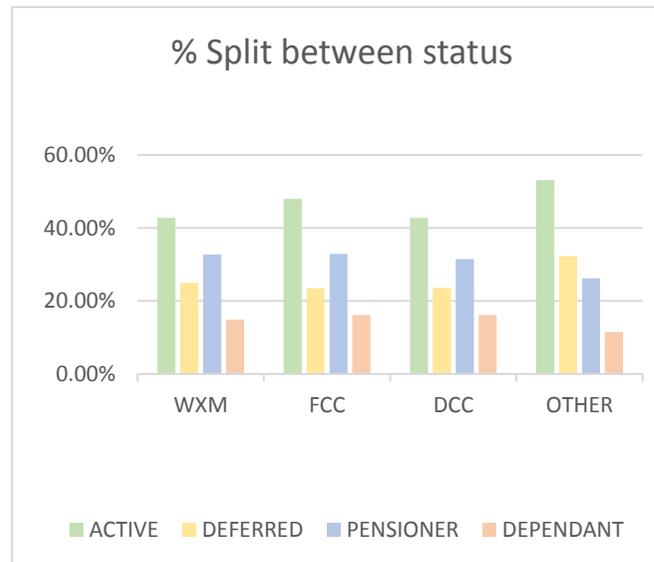
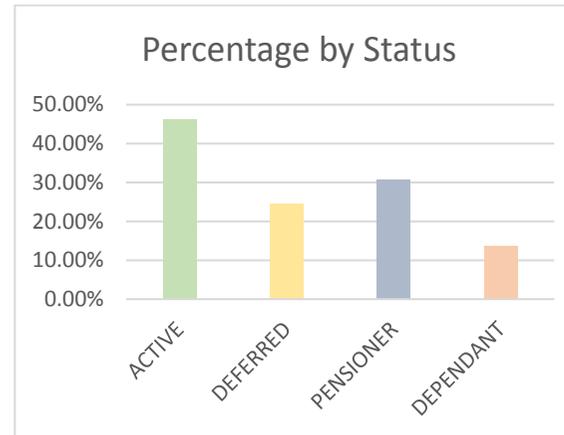


## Update from 01/05/2021 to 31/07/2021

As at 31/07/2021, 36.91% of Clwyd Pension Fund's membership has registered for MSS.

Annual Benefit Statements are about to be issued in time for the legal requirement of 31/08/2021. As mentioned in the last update, these will be in the form of an MSS screen. Those members who have confirmed they wish to still receive paper correspondence, will continue to receive their statements via post.

Looking ahead, the Clwyd Pension Fund will be having an MSS drive in October. We will be writing out to those members who have not registered their communication preference yet, i.e. MSS or paper correspondence. These members will receive a letter and an activation key so that they can register to use MSS. The letter will also highlight all of the benefits of registering to use the MSS facility.



## Statistics between

01/05/2021 to 31/07/2021 (92 days)

## CONTACT US TASKS

<b>415</b>	<b>MSSKEY Key requests</b>
197	SSFCASE (pay deferred)
28	MSSENQ Enquiry tasks
5	MSSEST Estimate tasks
44	MSSRET Retirement tasks
9	MSSTVT Transfer tasks
<b>283</b>	<b>Contact Us 3.08p/day</b>
<b>174</b>	<b>MSSADD Address update</b>
<b>9</b>	<b>Bank details updated</b>

## BENEFIT PROJECTIONS

11,153 BENEFIT PROJECTIONS CALCULATED

**Avg 121.23 per day**

## EXPRESSION OF WISH

238 CHANGES OF EXPRESSION OF WISH

**2.59 per day**

## ELECTED FOR POSTAL CORRESPONDANCE

**2,072 – 6.02% of overall members**  
Members now have to choose between paper post or MSS

365	ACTIVE
117	DEFERRED
1,408	PENSIONER
182	DEPENDANTS