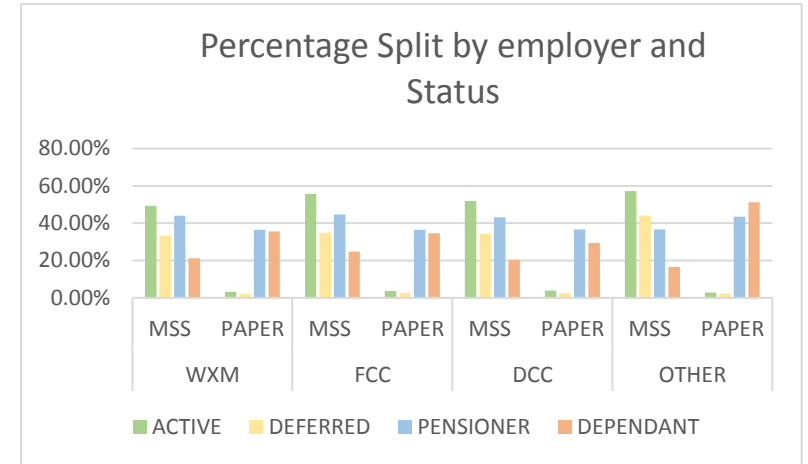
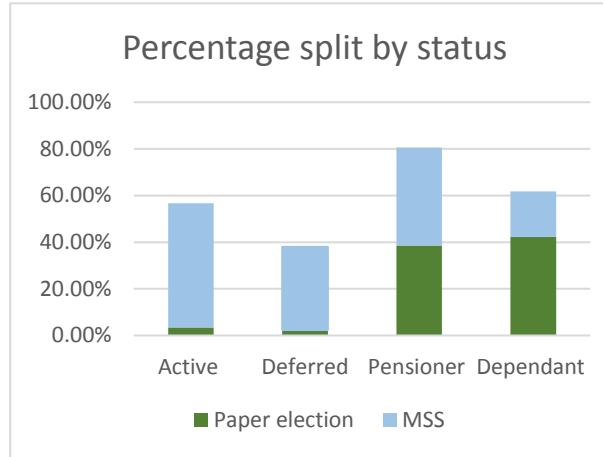
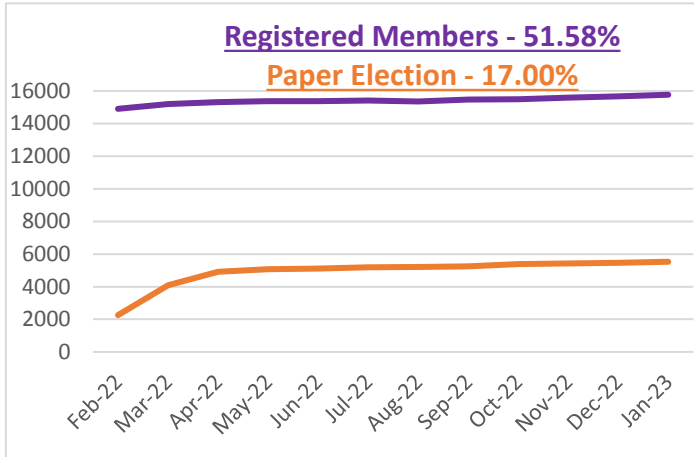




Member Self-Service: 01/10/2022 – 31/01/2023



Update from 01/10/2022 – 31/01/2023

As at 31/01/2023 51.58% of our members have registered for MSS. This means that the percentage of registered members has increased by 0.96% since our last update.

As at 31/01/2023 17.00% of our members have opted for paper correspondence. This percentage has increased by 0.83% since our last update.

The Clwyd Pension Fund is currently improving our registration process for Member Self-Service. The new process will make it easier for members to register and is due to go live in April 2023. As part of the new process, we will be including a video on MSS which will explain how to register to use the online portal.

We have also made our process easier for members who want to confirm their communication preference as 'paper'. We are now able to accept these updates on the telephone, so long as the member passes full security questions for their communication preference to be updated on their pension account.

(Statistics between 01/10/2022 to 31/01/2023: (123 days))

Contact Us Tasks

- 490 **MSSKEY Key requests**
- 141 SSFCASE (pay deferred)
- 90 MSSENQ Enquiry tasks
- 8 MSSEST Estimate tasks
- 50 MSSRET Retirement tasks
- 16 MSSTVT Transfer tasks
- 305 Contact Us 2.48 p/day)**
- 512 MSSADD Address update**
- 41 Bank details updated**

Benefit Projections

15,357 benefit projections calculated

Avg 124.86 per day

Expression of Wish

435 changes of expression of wish

3.54 per day