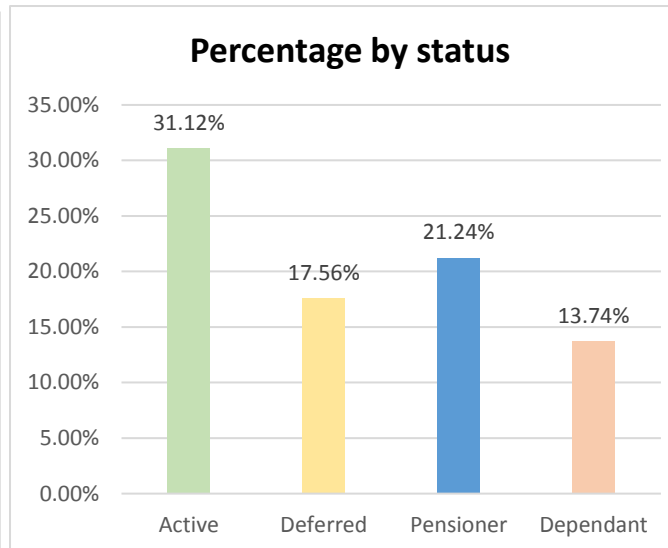
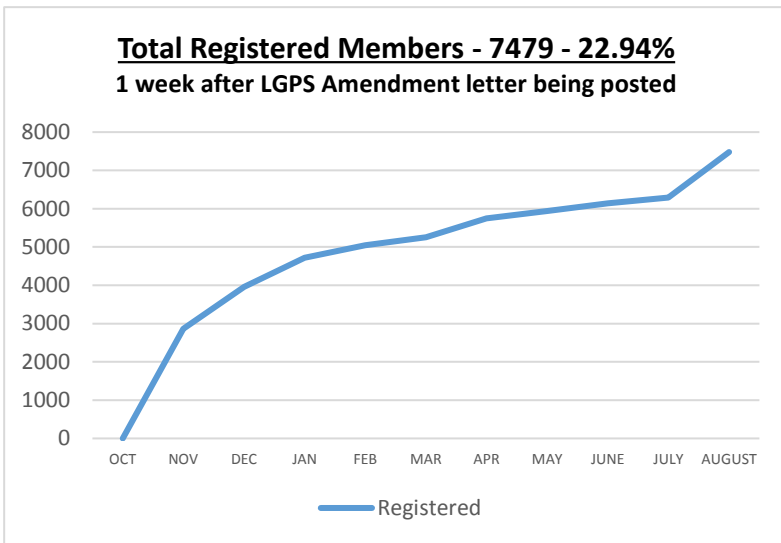


MEMBER SELF SERVICE – 17/08/18



Statistics between
01/06/18 to 17/08/18 - 78 day period

CONTACT US TASKS

- 249 MSSKEY Key requests **(3.19 per day)**
- 63 MSSENQ Enquiry tasks
- 10 MSSEST Estimate tasks
- 39 MSSRET Retirement tasks
- 16 MSSTRVT Transfer tasks
- 128 Contact Us (1.64 p/day)**
- 251 MSSADD Address update (new)**
- 19 Bank details updated**

BENEFIT PROJECTIONS

6712 BENEFIT PROJECTIONS CALCULATED
86.05 per day (up by 12 estimates per day)

EXPRESSION OF WISH

488 CHANGES OF EXPRESSION OF WISH
6.25 per day

ELECTED FOR POSTAL CORRESPONDANCE

1,876 - 5.72% of overall members
163 have registered also

26	under 40	219	ACTIVE
43	40s	114	DEFERRED
153	50s	1352	PENSIONER
449	60s	191	DEPENDANTS
724	70s		
407	80s		
74	90+		

Average Age
72 years 200 days

Update from June to August 2018

10/08/18 - LGPS Amendment Regulations letter published, bulk email sent to registered members regarding this document.

10/08/18 - **22,743 letters posted** to all unregistered members regarding the LGPS Amendment Regulations including activation keys. **841 logged** on for the first time within 6 days.

19/06/18 - Exercise ran with Coleg Cambria HR department who emailed all staff about the importance of registering. Active membership increased from **26.7% to 46.2% in 7 week period**.

Emails were distributed between smaller employers to enhance engagement (**Active 'Other' membership >>>> increased from 28.6% to 41.4% during this 78 day period**).

Awareness meetings with **streetscene and education** at FCC now organised to enhance awareness with low engagement depts.

