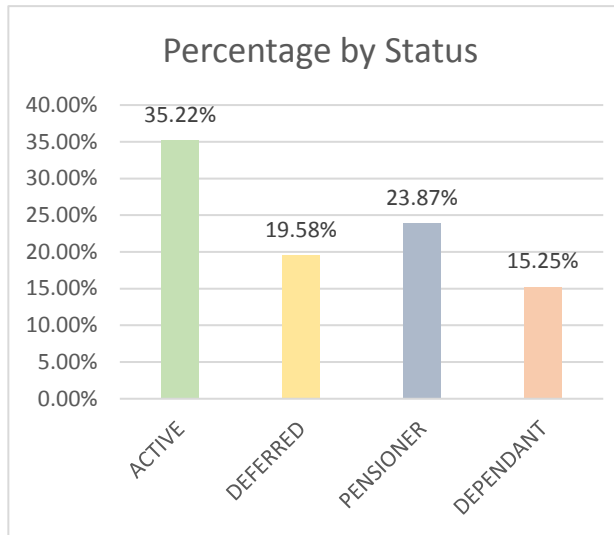
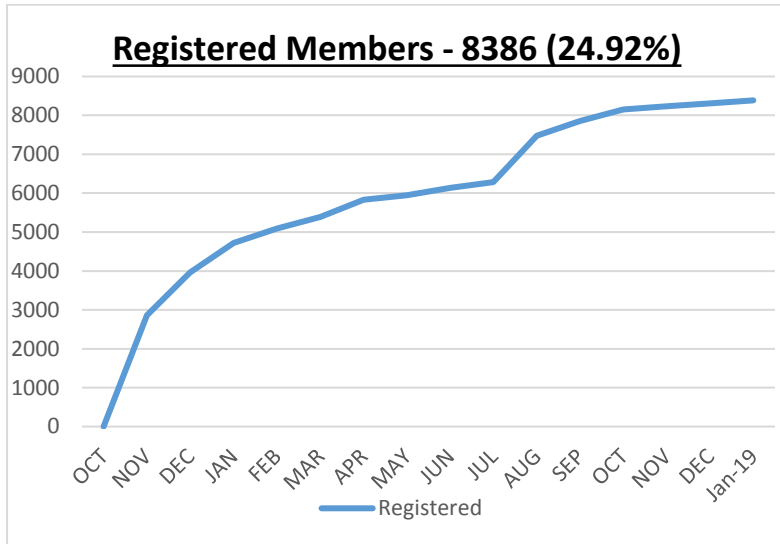


# MEMBER SELF SERVICE – 20/02/2019

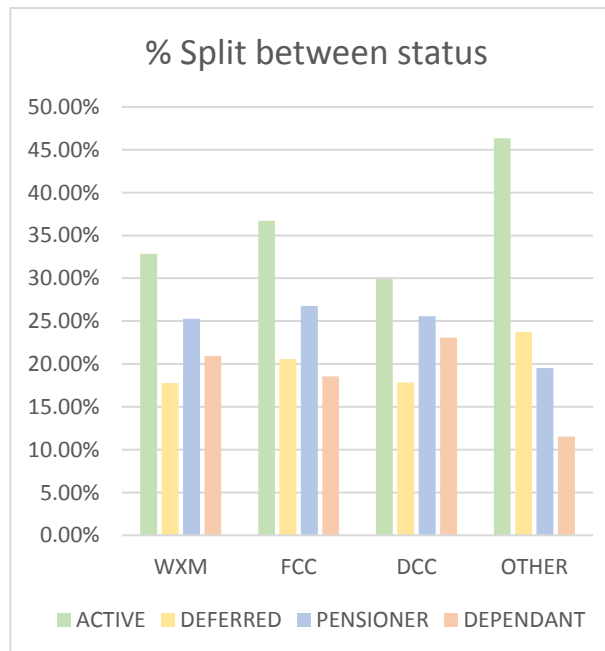


## Update from November 2018 to February 2019

Member take-up on MSS has slowed a little over the last 3 months but numbers are still steadily increasing with regards to MSS users.

A representative from the Regulations and Communications Team will be attending the first MSS User Group meeting on 28<sup>th</sup> February 2019 in Manchester.

The group will pool knowledge, develop ideas for best practice, and develop ways to enhance membership and in-house processes with regards to MSS usage. This will ensure that Clwyd Pension Fund staff and members are using MSS to its full potential.



**Statistics between**  
16/11/2018 to 20/02/2019 (97 days)

### CONTACT US TASKS

52	MSSKEY	Key requests
56	MSSENQ	Enquiry tasks
16	MSSSEST	Estimate tasks
41	MSSRET	Retirement tasks
12	MSSTVT	Transfer tasks
<b>125</b>	<b>Contact Us</b>	<b>(1.29 p/day)</b>
<b>212</b>	<b>MSSADD</b>	<b>Address update (new)</b>
<b>7</b>	<b>Bank details</b>	<b>updated</b>

### BENEFIT PROJECTIONS

5,874 BENEFIT PROJECTIONS CALCULATED

Avg 60.56 per day

### EXPRESSION OF WISH

124 CHANGES OF EXPRESSION OF WISH

1.27 per day

### ELECTED FOR POSTAL CORRESPONDANCE

**1,915 – 6.03% of overall members**  
197 have registered also

258	ACTIVE
76	DEFERRED
1382	PENSIONER
199	DEPENDANTS

