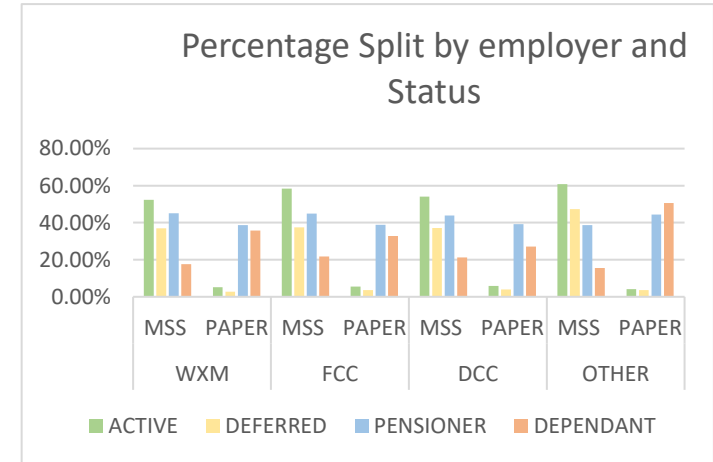
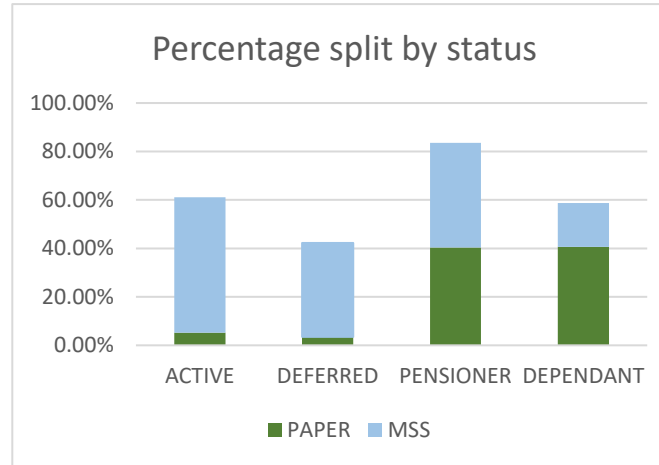
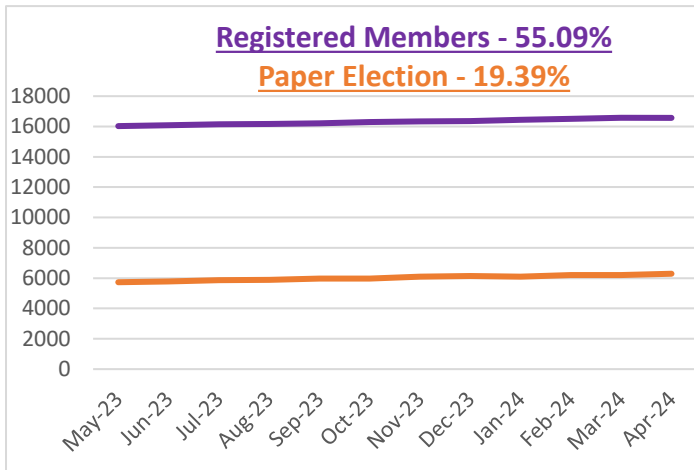


Member Self-Service: 01/01/2024 – 30/04/2024



Update from 01/01/2024 – 30/04/2024

As at 30/04/2024 55.09% of our members have registered for MSS. This means that the percentage of registered members has increased by 0.89% since our last update.

As at 30/04/2024 19.39% of our members have opted for paper correspondence. This percentage has increased by 0.53% since our last update.

The communications promotional flyer that was issued to our members in November and December of 2023, has slightly increased our percentages for members' communication preferences. However, 25.52% of our membership still has not engaged with us to confirm their communications preference. We will endeavour to continue to reduce this 25.52% gap.

In addition to this, the Clwyd Pension Fund is working towards onboarding members of LGPS Councillor to MSS this Autumn / Winter. We are currently in the process of writing out to all members of LGPS Councillor three times before activating MSS for them to register to use it if they wish. It is a legal requirement under The Occupational and Personal Pension Schemes (Disclosure of Information) Regulations 2013 to write to members three times before activating MSS for them.

Statistics between 01/01/2024 – 30/04/2024: (121 days)

Contact Us Tasks

543
119
69
101
23
81
33

504
20

MSSKEY Key requests

SSFCASE (uploaded documents received)
SSFDPPRQ (pay deferred)
MSENQ Enquiry tasks
MSSEST Estimate tasks
MSSRET Retirement tasks
MSTVT Transfer tasks
Contact Us 3.52 p/day)
MSSADD Address update
Bank details updated

Benefit Projections

20,721 benefit projections calculated
Avg 171.25 per day

Expression of Wish

400 changes of expression of wish
3.31 per day