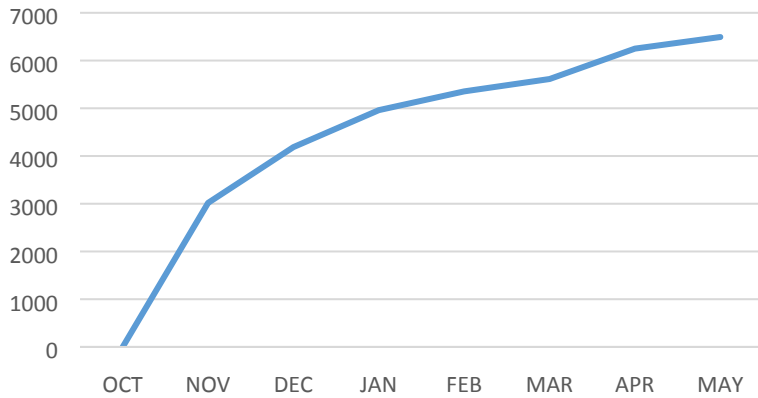


# MEMBER SELF SERVICE – 31/05/18



## Total Registered Members **6493 (19.80%)**



## Update from last Committee

Following campus visit (20/03/18) Glyndwr University active membership increased from 19.8% to 47.4%

First bulk email (13/04/18) was sent to all members with email addresses on records (9,242) with details relevant to their status. 415 registered within a 2 week period following email.

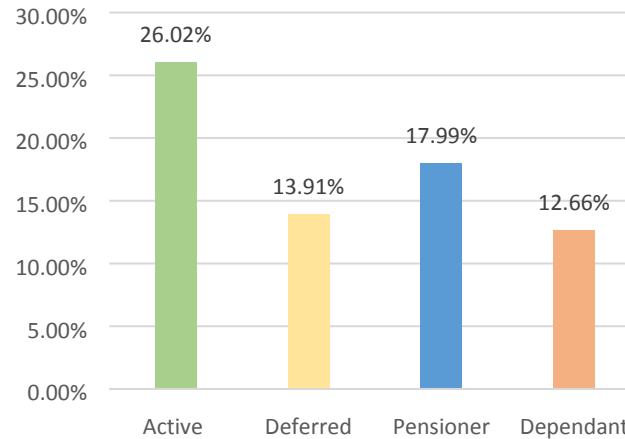
Amended defer, estimate and retirement processes to include MSS keys to enhance membership. (18/04/18)

23/05/18 - Deferred Diaries published to Member Self Service including details of drawing benefits from 55 years old.

Deferred Annual Benefit Statements and Lifetime Allowance letters published to Member Self Service and further bulk email sent to deferred Member Self Service members to notify them

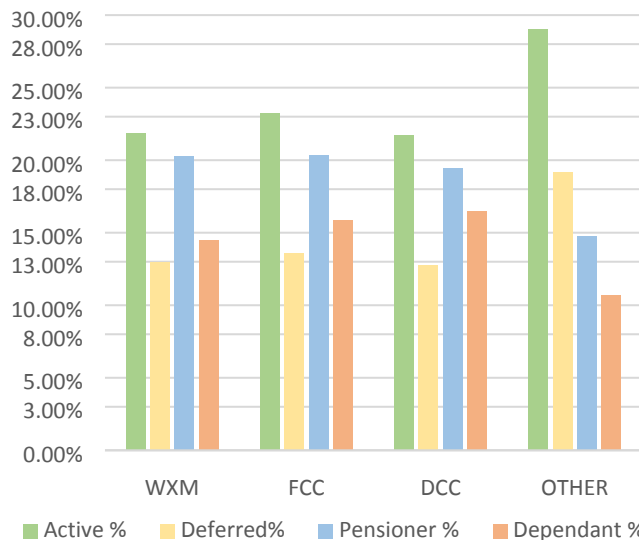
## Percentage by Status

**A quarter of active members have registered**



## % Split between status

**23.22% of FCC active members are registered**



## CONTACT US TASKS

1,194	MSSKEY	Key requests
		<b>(5.85 per day)</b>
249	MSENQ	Enquiry tasks
22	MSSEST	Estimate tasks
64	MSSRET	Retirement tasks
54	MSSTRVT	Transfer tasks

**389 Contact Us Tasks (1.91 per day)**

## BENEFIT PROJECTIONS

14956 BENEFIT PROJECTIONS CALCULATED

**73.31 per day (204 days)**

## EXPRESSION OF WISH

1,258 CHANGES OF EXPRESSION OF WISH

**6.16 per day (204 days)**

## ELECTED FOR POSTAL CORRESPONDANCE

1,848 OF POTENTIAL 34,450 MEMBERS

**5.36% of overall members**

213	ACTIVE
110	DEFERRED
1338	PENSIONER
187	DEPENDANT