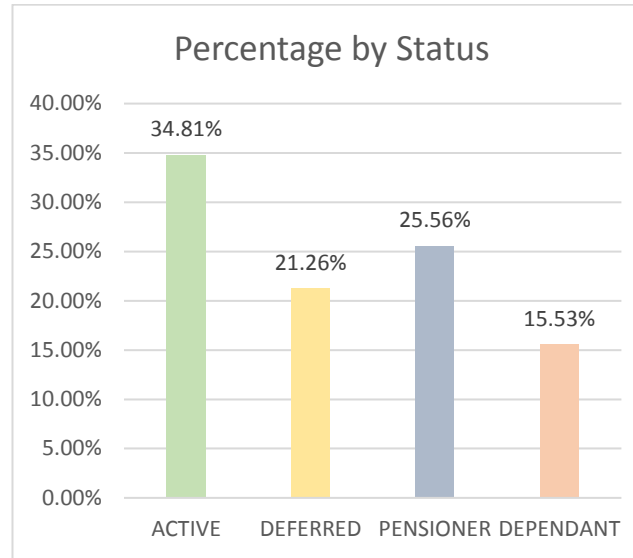
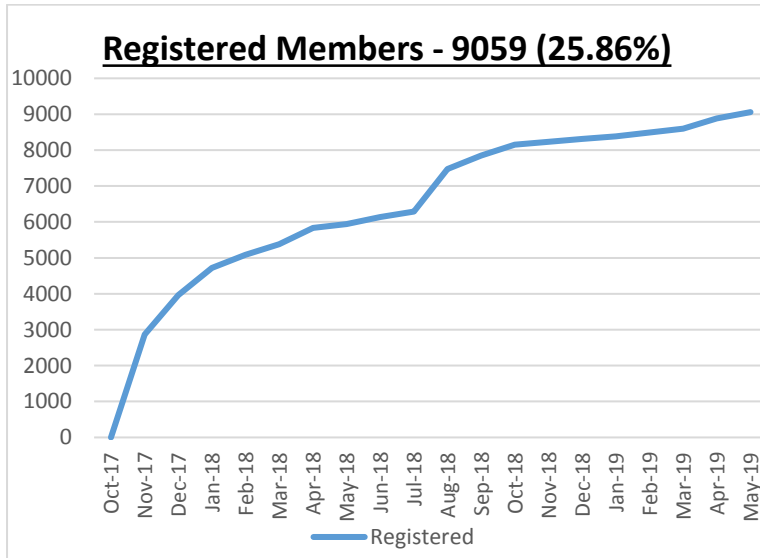


MEMBER SELF SERVICE – 12/06/2019



Statistics between
21/02/2019 to 12/06/2019 (112 days)

CONTACT US TASKS

- 231 MSSKEY Key requests
- 90 MSSENQ Enquiry tasks
- 12 MSSEST Estimate tasks
- 38 MSSRET Retirement tasks
- 11 MSSTVT Transfer tasks
- 151** **Contact Us (1.35 p/day)**
- 242** **MSSADD Address update (new)**
- 12** **Bank details updated**

BENEFIT PROJECTIONS

9,451 BENEFIT PROJECTIONS CALCULATED

Avg 84.38 per day

EXPRESSION OF WISH

250 CHANGES OF EXPRESSION OF WISH

2.23 per day

ELECTED FOR POSTAL CORRESPONDANCE

1,945 – 5.88% of overall members
222 have registered also

- 258 ACTIVE
- 76 DEFERRED
- 1409 PENSIONER
- 202 DEPENDANTS

Update from February 2019 to June 2019

Member take-up on MSS has increased substantially over the last 3 months due to recent correspondence being issued to all members. This correspondence promoted MSS and invited members to register to use it.

We have gained 673 new registered users since the last Committee meeting in February 2019.

The Regulations and Communications Team has started to visit our employers and give presentations and 1-2-1 sessions for our scheme members. This is proving to engage the members and employers and this is also reflected in the statistics highlighted in this document.

