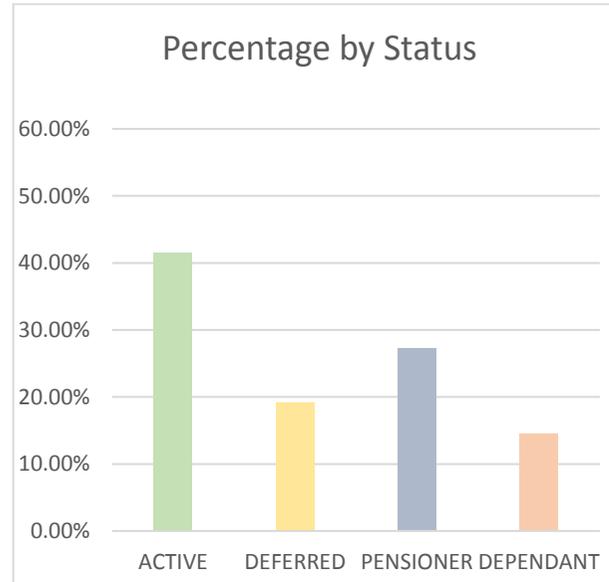
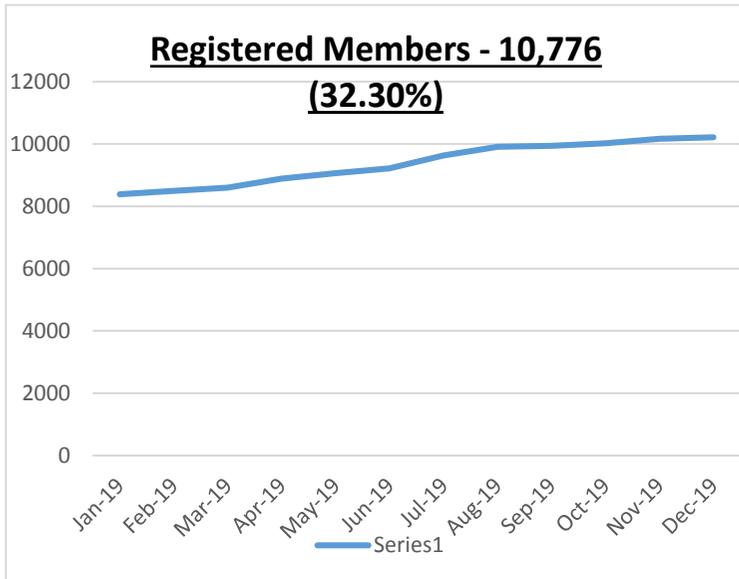


# MEMBER SELF SERVICE – 21/01/2020



**Statistics between**  
05/11/2019 to 21/01/2020 (78 days)

**CONTACT US TASKS**

- 358 MSSKEY Key requests
- 47 MSSENQ Enquiry tasks
- 10 MSSEST Estimate tasks
- 21 MSSRET Retirement tasks
- 9 MSSTVT Transfer tasks
- 87 Contact Us (1.12 p/day)**
- 132 MSSADD Address update (new)**
- 3 Bank details updated**

**BENEFIT PROJECTIONS**

7,481 BENEFIT PROJECTIONS CALCULATED

**Avg 95.91 per day**

**EXPRESSION OF WISH**

193 CHANGES OF EXPRESSION OF WISH

**2.47 per day**

**ELECTED FOR POSTAL CORRESPONDANCE**

**2,039 – 6.12% of overall members**  
211 have registered also

- 385 ACTIVE
- 74 DEFERRED
- 1,348 PENSIONER
- 232 DEPENDANTS

**Update from November 2019 to January 2020**

32.30% of the Clwyd Pension Fund’s membership has registered to use Member Self-Service since we went live with this facility in November 2017. Within the last 2-3 month period, this has increased by an additional 224 users so the numbers are steadily rising.

Looking over the last scheme year (1<sup>st</sup> April 2019 to current date), our MSS users have increased from 8,932 to 10,776. This is an overall increase of 1,844 members who have registered for MSS during the 2019/2020 scheme year.

The 1:1 pension appointments will continue until the end of February 2020 and will resume in approximately September of the same year. It is anticipated that more members will register to use the service during this last period of 1:1s.

