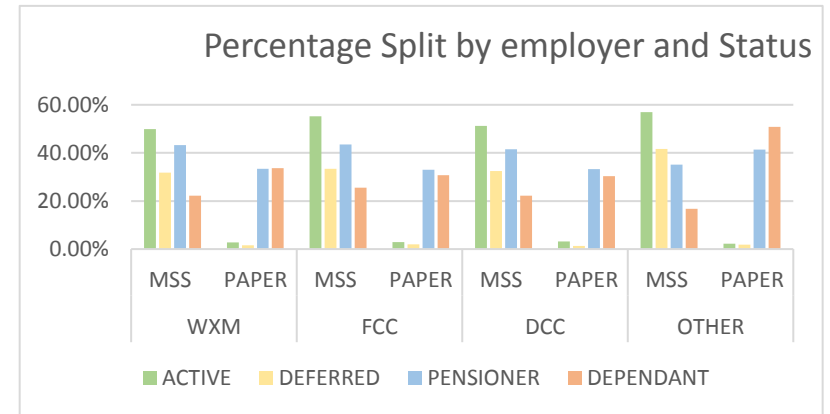
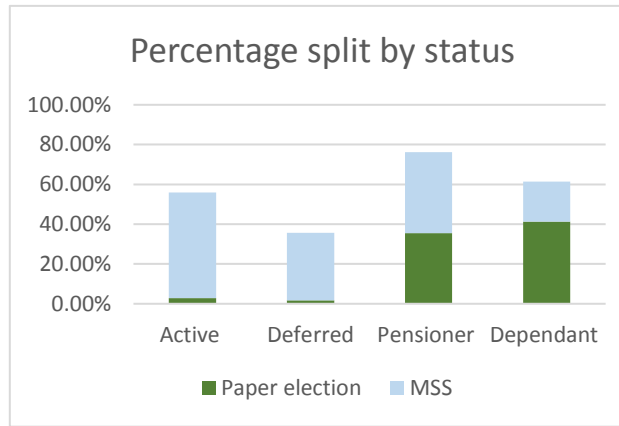
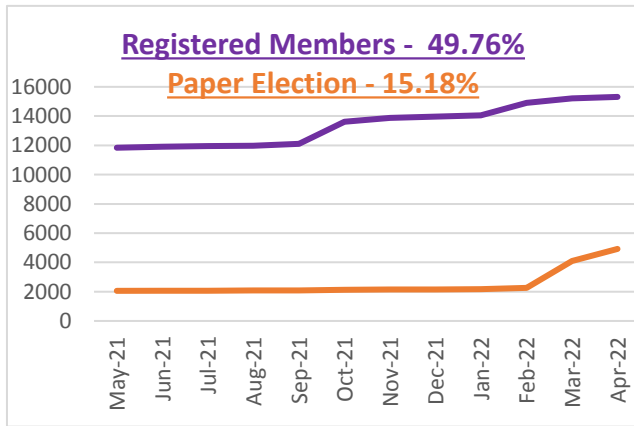




MEMBER SELF SERVICE: 01/02/2022 – 30/04/2022



Update from 01/02/2022 – 30/04/2022

You will have noticed from the graphs above that the Clwyd Pension Fund is now reporting slightly differently on members' communication preference. The graphs show a better 'at a glance' comparison of those members registered for MSS and those who have opted for paper, whilst still breaking down status types and employers.

As at 30/04/2022 49.76% of our members have registered for MSS. This means that the percentage of registered members has increased by 7.23% since our last update.

As at 30/04/2022 15.18% of our members have opted for paper correspondence. This percentage has increased by 8.98% since our last update.

Both of these figures have increased exponentially due to our letter that was issued to our pensioners in February 2022 reminding them to choose a communications preference. Many of our pensioners responded to the request.

(Statistics between 01/02/2022 to 30/04/2022: 89 days)

Contact Us Tasks

- 624 **MSSKEY Key requests**
- 127 SSFCASE (pay deferred)
- 57 MSENQ Enquiry tasks
- 10 MSSEST Estimate tasks
- 42 MSSRET Retirement tasks
- 18 MSSTVT Transfer tasks
- 254 **Contact Us 2.85 p/day)**
- 504 **MSSADD Address update**
- 37 **Bank details updated**

Benefit Projections

13,348 benefit projections calculated

Avg 149.98 per day

Expression of Wish

605 changes of expression of wish

6.80 per day