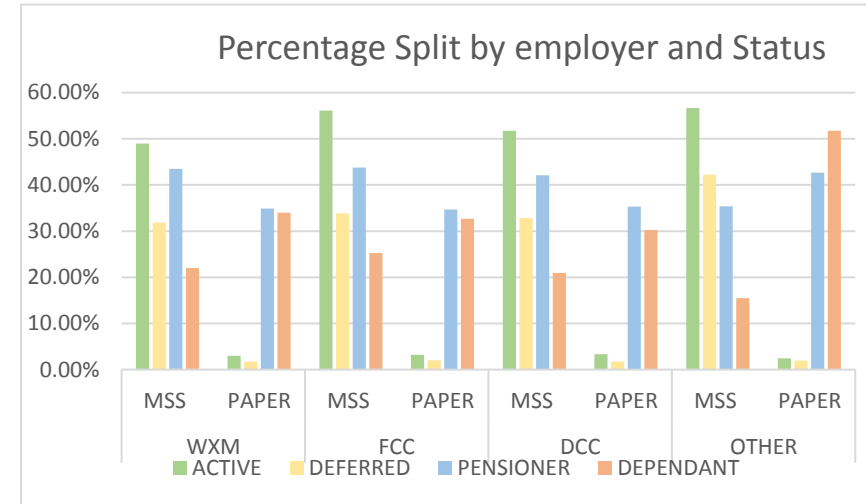
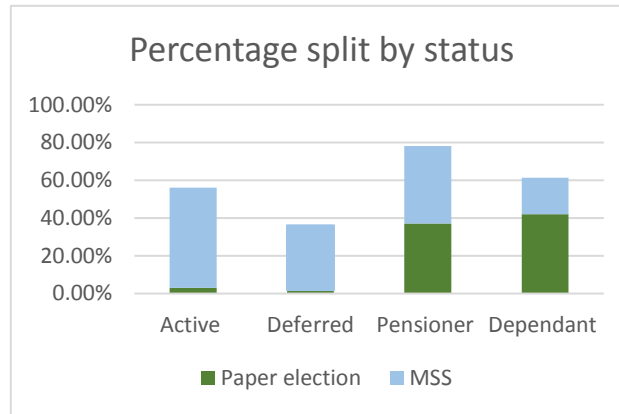
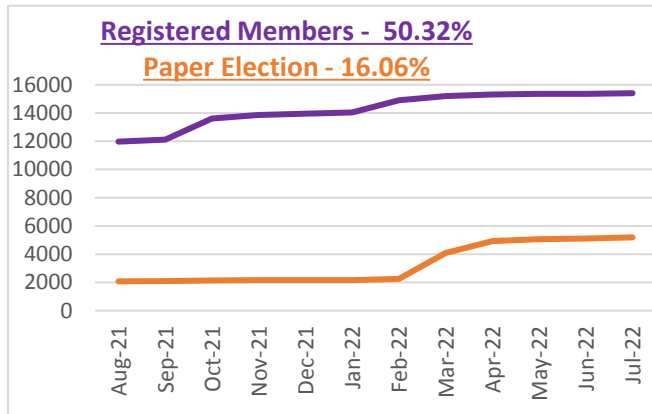




# MEMBER SELF SERVICE: 01/05/2022 – 31/07/2022



## Update from 01/05/2022 – 31/07/2022

As at 31/07/2022 50.32% of our members have registered for MSS. This means that the percentage of registered members has increased by 0.56% since our last update.

As at 31/07/2022 16.06% of our members have opted for paper correspondence. This percentage has increased by 0.88% since our last update.

During the period 01/05/2022 – 31/07/2022, the Clwyd Pension Fund has issued annual deferred benefit statements to our deferred members. These have been issued via both MSS and paper post depending on members' communication preference.

The Clwyd Pension Fund will shortly be issuing annual benefit statements to our active members (those still paying pension contributions into the scheme). There is usually a peak in MSS usage during this time. Statistics on this will be provided in the next update.

## (Statistics between 01/05/2022 to 31/07/2022: (92 days))

### Contact Us Tasks

- 390** **MSSKEY Key requests**
- 174 SSFCASE (pay deferred)
- 77 MSENQ Enquiry tasks
- 9 MSEST Estimate tasks
- 35 MSSRET Retirement tasks
- 20 MSSTVT Transfer tasks
- 315** **Contact Us 3.42 p/day)**
- 345** **MSSADD Address update**
- 15** **Bank details updated**

## Benefit Projections

12,324 benefit projections calculated

**Avg 133.96 per day**

## Expression of Wish

450 changes of expression of wish

**4.89 per day**