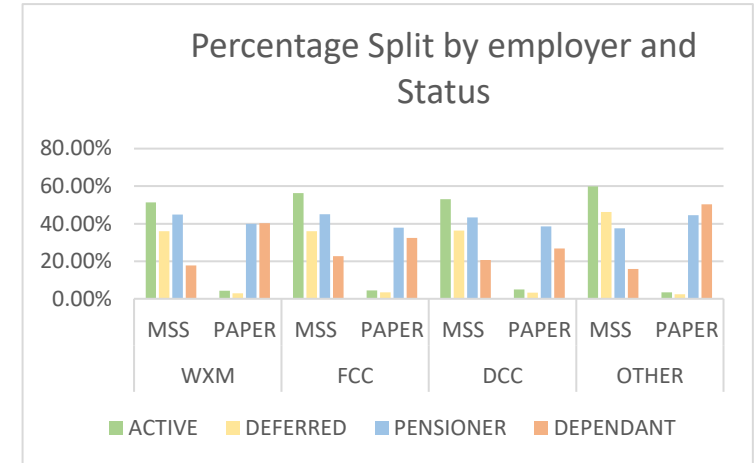
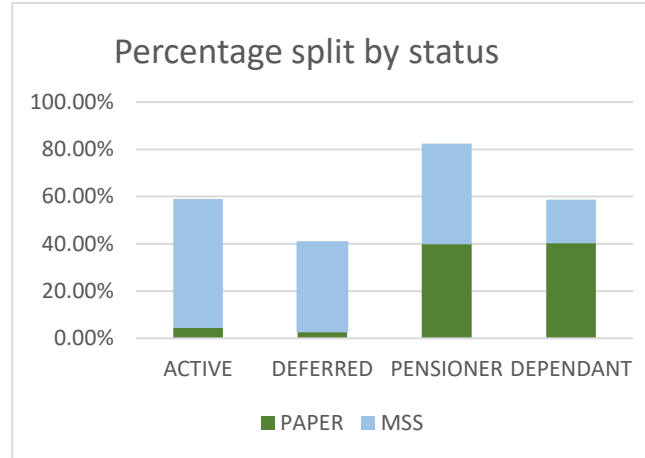
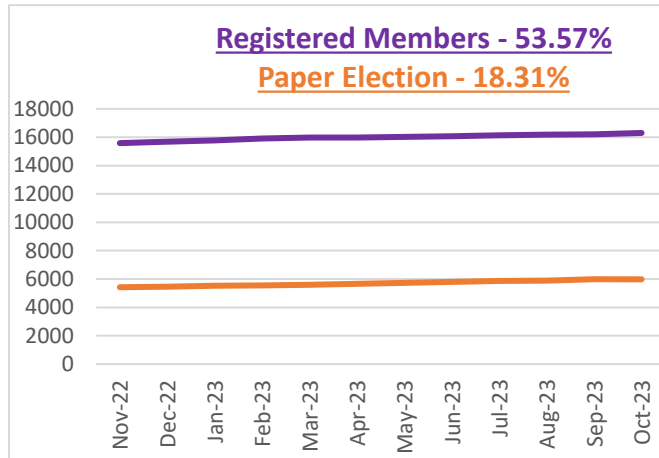


Member Self-Service: 01/08/2023 – 31/10/2023



Update from 01/08/2023 – 31/10/2023

As at 31/10/2023 53.57% of our members have registered for MSS. This means that the percentage of registered members has increased by 0.29% since our last update.

As at 31/10/2023 18.31% of our members have opted for paper correspondence. This percentage has increased by 0.21% since our last update.

The Clwyd Pension Fund issued the Annual Benefit Statements (ABS) in August 2023. These were issued either by post or electronically depending on members' communication preference. Our in-house ABS guidance video was launched on our website to help members understand the information on their pension statement.

In October 2023 we also issued Pension Saving Statements (PSS) to those members who have either exceeded or come close to exceeding their Annual Allowance limit. These statements have also been issued either by post or electronically depending on members' communication preference. Online guidance notes are available on our website to help members better understand annual allowance, as it is such a complex topic.

Statistics between 01/08/2023 – 31/10/2023: (92 days)

Contact Us Tasks

- 488** **MSSKEY Key requests**
- 147 SSFCASE (pay deferred)
- 77 MSSENQ Enquiry tasks
- 7 MSSEST Estimate tasks
- 43 MSSRET Retirement tasks
- 27 MSSTVT Transfer tasks
- 301** **Contact Us 3.27 p/day)**
- 365** **MSSADD Address update**
- 20** **Bank details updated**

Benefit Projections

12,143 benefit projections calculated
Avg 131.99 per day

Expression of Wish

449 changes of expression of wish
4.88 per day