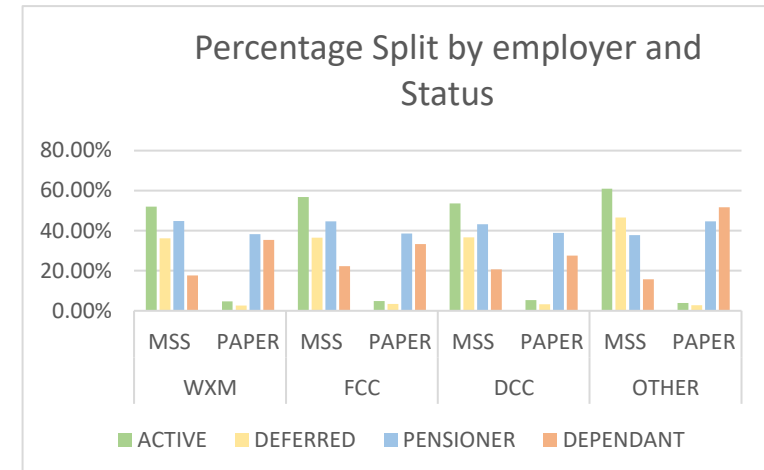
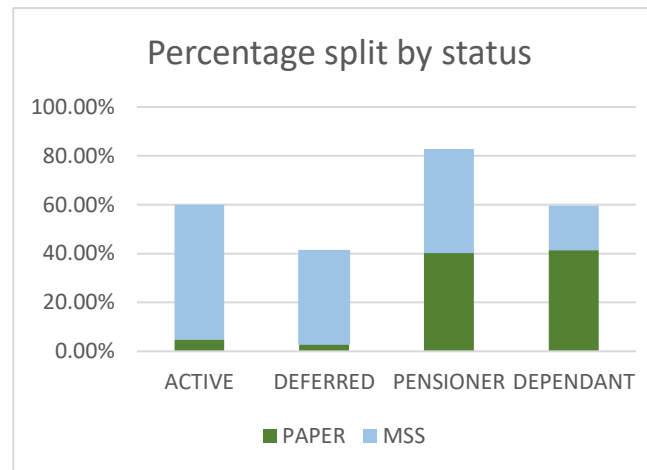
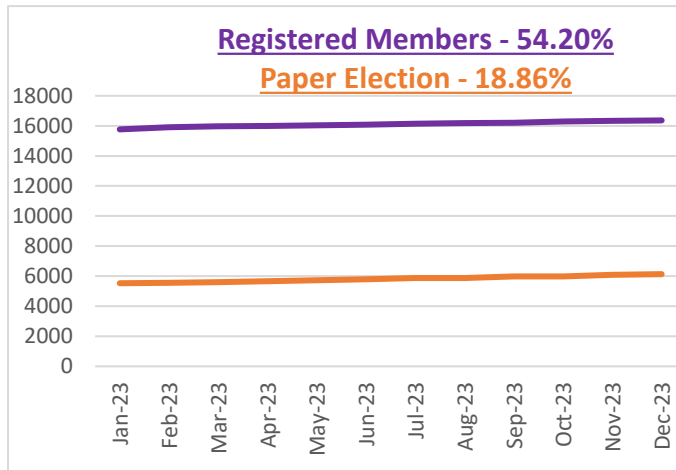


Member Self-Service: 01/11/2023 – 31/12/2023



Update from 01/11/2023 – 31/12/2023

As at 31/12/2023 54.20% of our members have registered for MSS. This means that the percentage of registered members has increased by 0.63% since our last update.

As at 31/12/2023 18.86% of our members have opted for paper correspondence. This percentage has increased by 0.55% since our last update.

During November and December of 2023, the Clwyd Pension Fund issued the following newsletters:

- PENPAL (for active members)
- Deferred Diaries (for deferred members)
- Pensions Extra (for pensioners in scope of the McCloud remedy)

When these newsletters were issued, members who have not yet confirmed their communication preference, also received a communications promotional flyer. The flyer asked members to confirm whether they wish to receive correspondence via MSS or in the post. It is hoped that the promotional flyer will further increase the percentages for members either registered for MSS or paper communications. This should also reduce the percentage of members where the Clwyd Pension Fund still does not know what members' communication preferences are.

Statistics between 01/11/2023 – 31/12/2023: (61 days)

Contact Us Tasks

- 367** **MSSKEY Key requests**
- 81 SSFCASE (pay deferred)
- 39 MSSENQ Enquiry tasks
- 8 MSSEST Estimate tasks
- 23 MSSRET Retirement tasks
- 20 MSSTVT Transfer tasks

- 256** **MSSADD Address update**
- 15** **Bank details updated**

Contact Us 2.80 p/day

Benefit Projections

9,948 benefit projections calculated
Avg 163.08 per day

Expression of Wish

368 changes of expression of wish
6.03 per day