

APPENDIX 1

MY PENSION – STATISTICS AND FEEDBACK

My Pension uptake statistics

Members registered for My Pension as at 01 October 2018

Status	Number on record	Number registered	% registered
Active contributors	109,271	7,466	7%
Benefits on hold	115,336	1,433	1%
Pensioners	127,531	7,526	6%

The table below shows the number of active members registered for My Pension by employer (this includes the 13 largest employers of the fund)

Employer	Number of actives	Number registered	% registered
Manchester CC	11,341	573	5%
Bolton MBC	6,292	373	6%
Bury MBC	4,496	274	6%
Oldham MBC	4,564	245	5%
Rochdale MBC	5,462	309	6%
Salford CC	4,944	278	6%
Stockport MBC	6,379	420	7%
Tameside MBC	4,190	423	10%
Trafford MBC	4,033	295	7%
Wigan MBC	7,059	442	6%
NPS	10,118	670	7%
MMU	2,366	194	8%
GMP	4,121	399	10%

Usage up to 01/10/2018 (from launching on 02/07/2018 to 01/10/2018)

Logins	15,972
Address/contact details change	6,350
Nomination change	2,566
Contact us message sent	437
Retirement calculations	10,829

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My Pension feedback

When members log out of My Pension they are asked to complete a short survey. The survey consists of 5 questions within which they are to rate the service on a scale of 1-5, with 1 being poor and 5 being excellent. The questions and the average scorings are shown below. To date we have had almost 400 survey responses.

How easy did you find the registration process? Average of 4.5

Did you find the guidance on how to register easy to follow/useful? Average of 4.6

How would you rate the layout of the My Pension home page? Average of 4.6

Could you find information easily? Average of 4.6

How useful did you find the information available on My Pension? Average of 4.6

There is also the opportunity for members to leave additional comment. Of the 159 comments left to date, 100 were positive, 36 were negative (many of which relate to issues with registration) and 23 comments/suggestions for improvements were made.