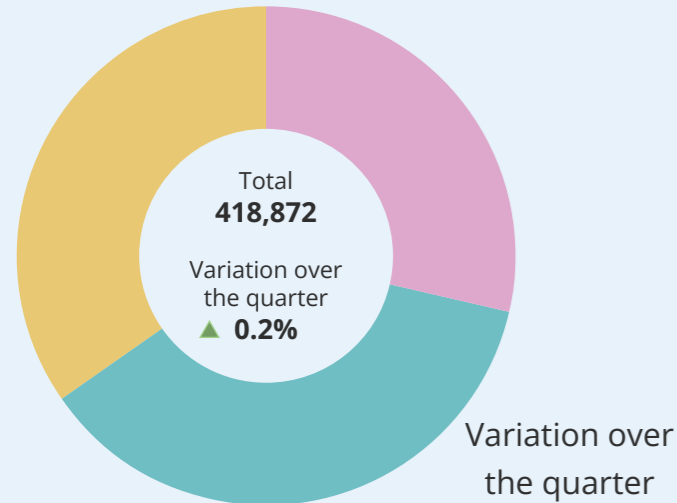


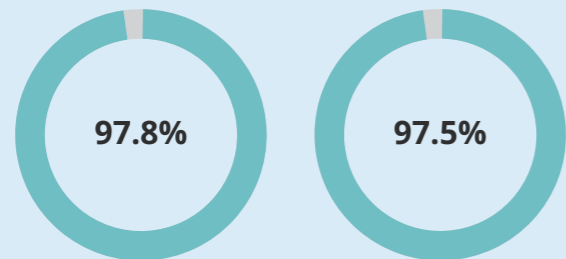
MEMBERSHIP



Contributors	120,960	▲ 0.2%
Benefits on hold	153,624	▲ 0.1%
Pensioners	144,288	▲ 0.3%

Those with benefits on hold include members entitled to deferred benefits and refunds. The total for Pensioners includes accounts for dependants who are receiving a pension.

DATA QUALITY AND KEY TARGETS



Common data score

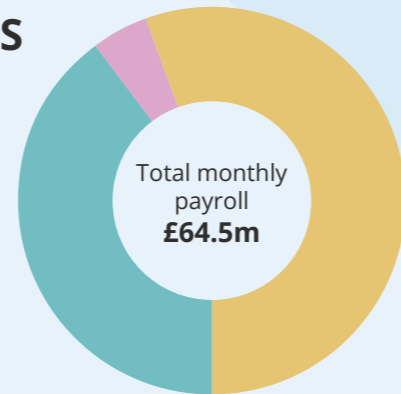
Scheme specific data score

Variation since last measured **0.0%**

ASSURANCE

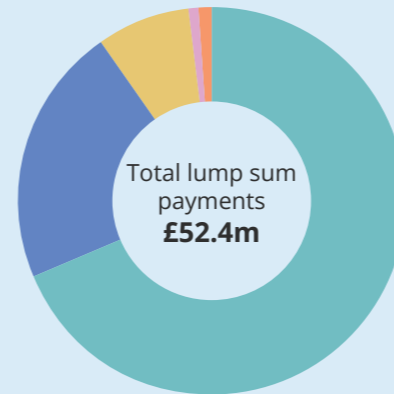


PAYMENTS



Advance	£25.7m
Mid	£3.1m
Arrears	£35.7m

Amounts are those paid in the last month of the quarter.

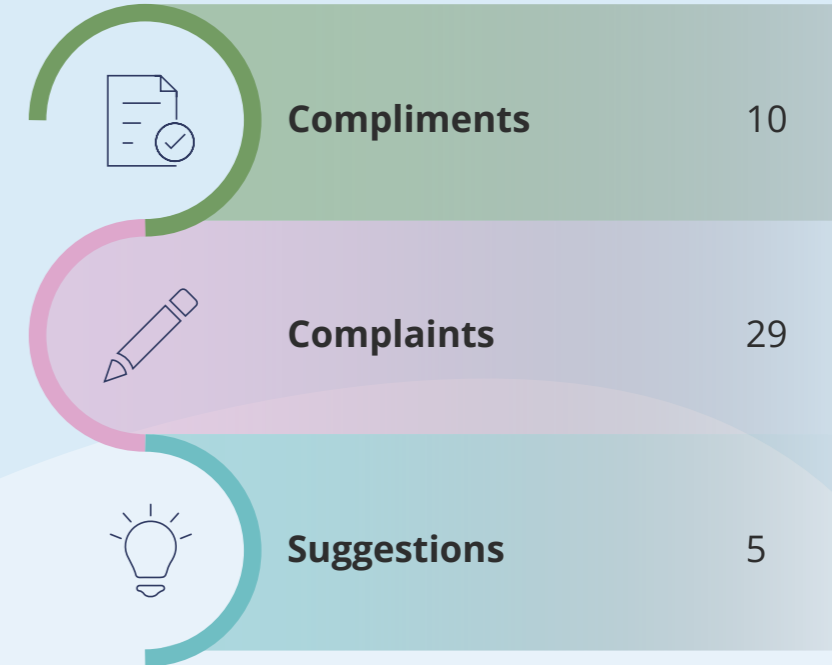


Retirement lump sum	£36.1m
Transfers out	£11.3m
Death grants	£4.1m
Refunds	£0.4m
Trivial commutations	£0.5m

Our vision

To administer GMPF successfully, in a cost effective way, whilst meeting member expectations and ensuring our statutory duties are met.

FEEDBACK



Figures are those received over the quarter.

COMPLIANCE

- ✓ Monthly data breach meetings held
- ✓ Monthly mortality screenings done
- ✓ Anti-fraud checks carried out
- ✓ HMRC reports submitted (for AA & LTA)

Breaches of the law reported to TPR	0
Data breaches reported to ICO	0
Fraud cases identified	0
Cyber security successful breaches	0
Fines issued to employers	0

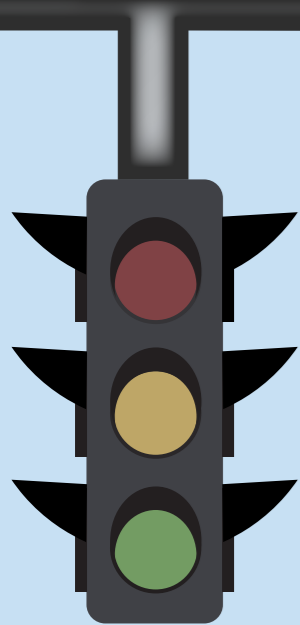
AWARDS



Pension Fund Communication Award

European Pension Awards





1

CASEWORK INDICATORS - STATUTORY TARGETS

	Processed	% in time
High - within targets		
Benefit estimate	365	95.3%
Deferred retirement quote	<i>to follow</i>	
Dependants benefits	1935	91.8%
Divorce quote	58	100.0%
Divorce - PSO pre implementation	0	-
Immediate retirement quote	905	91.5%
Refund quote	107	98.1%
Transfer in quote	28	100.0%
Transfer in payment	25	100.0%
Transfer out payment	49	100.0%
Transfer out quote	164	100.0%
Medium - mostly within targets		
Benefits on hold	2960	82.9%
Divorce - PSO post implementation	21	9.5%
New joiners	6400	88.0%
Revised pay (Imm and DIP)	494	56.3%
Revised pay (Deaths)	19	15.8%

2

KEY CASEWORK INDICATORS - INTERNAL TARGETS

	Processed	% in time
High - within targets		
Deferred retirement payment	<i>to follow</i>	
Dependants benefits	423	96.9%
Divorce quote	58	100.0%
Immediate retirement payment	526	99.0%
Immediate retirement quote	794	95.0%
Letters	660	96.2%
New joiners	6400	99.5%
Refund payment	325	96.3%
Transfer in quote	28	100.0%
Transfer in payment	25	100.0%
Transfer out quote	164	97.6%
Transfer out payment	49	98.0%
Medium - mostly within targets		
Benefits on hold	2960	61.6%
Death notifications	1512	75.9%
Deferred retirement quote*	<i>to follow</i>	
Divorce - PSO post implementation	21	0.0%
Emails	2369	89.2%
Refund quote	107	82.2%

*Members can obtain their own quote immediately by using My Pension, but there is a delay for quotes issued by GMPF due to current demand

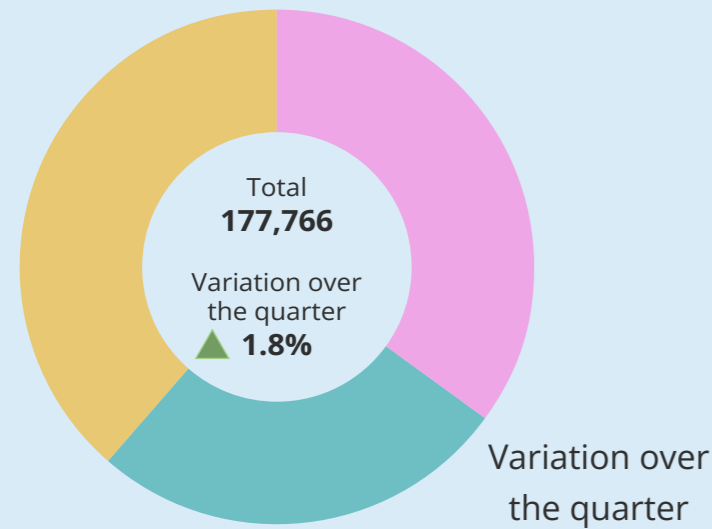
3

KEY PROJECT WORK

- On track**
 - Contact centre developments
 - Issuing Annual Benefit Statements
 - Issuing Pension Saving Statements
 - M365 Sharepoint migrations
 - Pensions Dashboard preparations
 - Production of the annual report
 - Staff Circle system implementation
- Slight lag**
 - Cyber security - next phase
 - Improving meeting room technology
 - McCloud
 - My Pension online enhancements
 - PASA accreditation
 - Payroll automation (EA2P)

MY PENSION

REGISTRATION FIGURES



Contributors	62,489	▲ 1.4%
Benefits on hold	46,766	▲ 1.8%
Pensioners	68,511	▲ 2.0%

228,949

Total log ins to My Pension

▲ 21.9%

133,381

43,117 unique users

Calculator usage

▼ 5.2%

24,803

Visit to the ABS page

▲ 32.4%

29,080

Nomination updates

▲ 4.2%

21,688

Personal data updates

▲ 4.8%



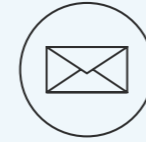
14,560

Total calls received

00:13:22

Average call wait time

● Medium - mostly within targets



My Pension email queue

718

Total emails received

28:31:36

Average wait response time

● High - within target



Other emails

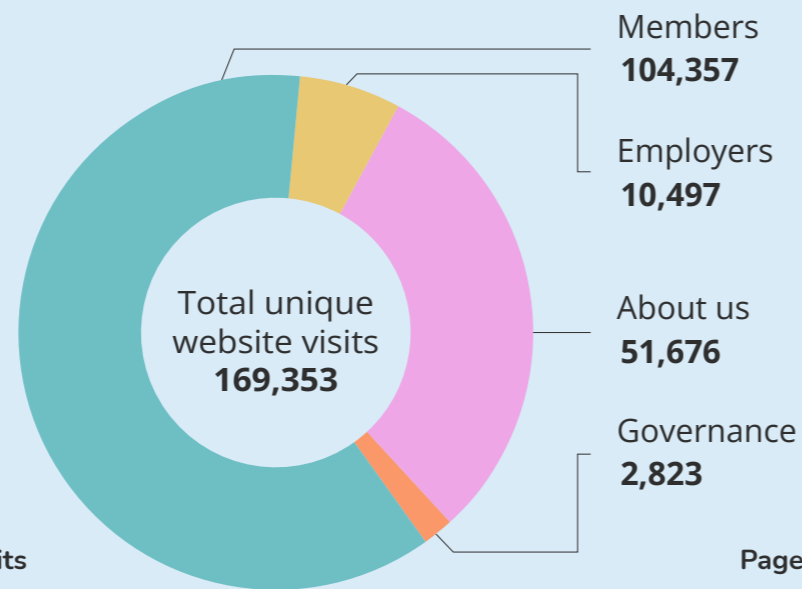
865

Total emails received

● Medium - mostly within targets

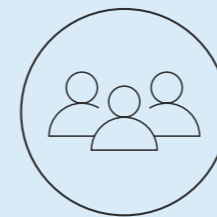
Top five contact reasons

- ① My Pension - registration issues
- ② Retirement query - Chasing/Checking status
- ③ Reporting an event/change - Address change
- ④ Reporting an event/change - Death notification
- ⑤ Pensioner payroll query - P60



Top five page visits

Rank	Page	Page visits
①	/about/news/index/Pension-increases-2023	9,750
②	/about/contact-us	9,394
③	/about/news/index	7,980
④	/members/retiring/when-and-how-can-you-retire	6,007
⑤	/members/Receiving-benefits/when-and-how-we-pay-your-pension	5,970



Members

13
Events held

629
Attendees

Events type held and popularity

- ① Pre retirement
- ② Topping up
- ③ Overview presentation
- ④ Benefits on hold

EVENTS



Employers

14
Events held

137
Attendees

Events type held and popularity

- ① McCloud
- ② Ill health
- ③ Pensionable pay