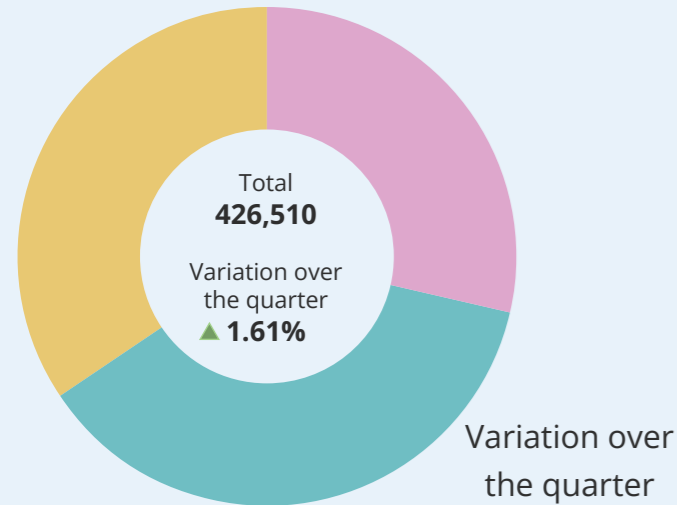


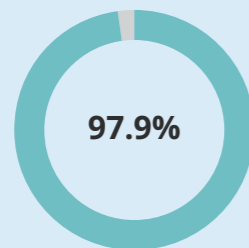
MEMBERSHIP



Contributors	122,442	▲ 1.58%
Benefits on hold	157,530	▲ 2.06%
Pensioners	146,538	▲ 1.14%

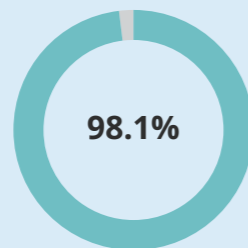
Those with benefits on hold include members entitled to deferred benefits and refunds. The total for Pensioners includes accounts for dependants who are receiving a pension.

DATA QUALITY AND KEY TARGETS



Common data score

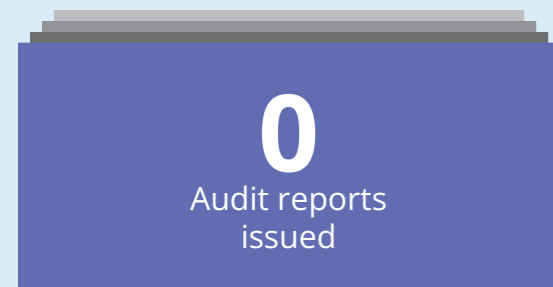
Variation since last measured: 0.0%



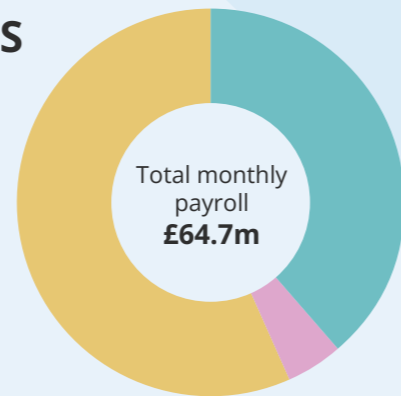
Scheme specific data score

Variation since last measured: 0.2%

ASSURANCE

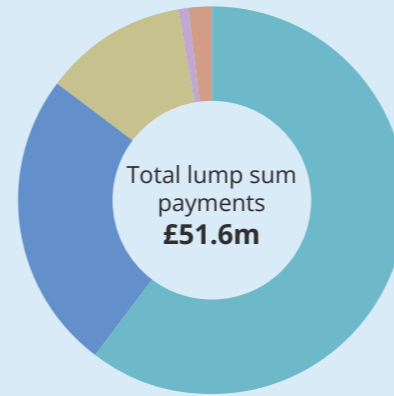


PAYMENTS



Advance	£25.1m
Mid	£3.1m
Arrears	£36.5m

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

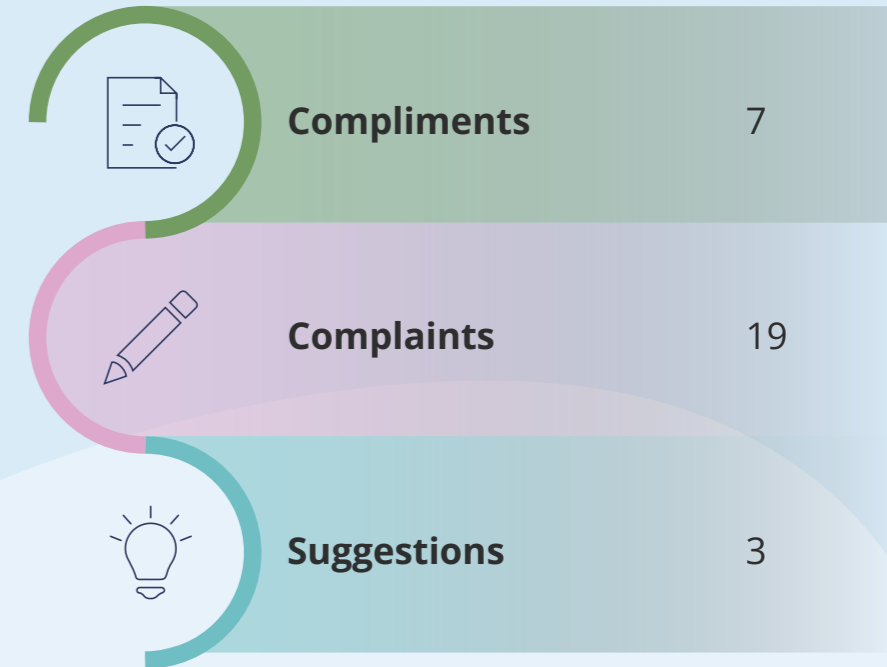


Retirement lump sum	£31.2m
Transfers out	£13.0m
Death grants	£6.2m
Refunds	£0.4m
Trivial commutations	£0.9m

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

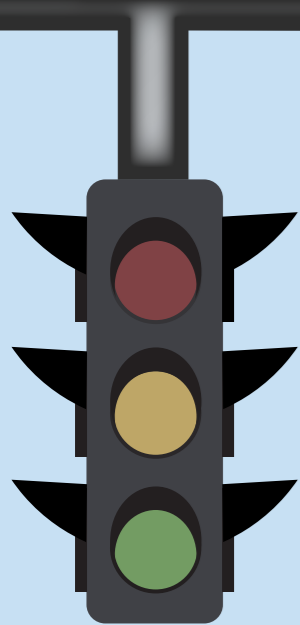
AWARDS



Pension Fund Communication Award

European Pension Awards





1

CASEWORK INDICATORS - STATUTORY TARGETS

	Processed	% in time
High - within targets		
Bulk benefits on hold	1002	100.0%
Deferred retirement quote	1649	97.9%
Dependants benefits	1514	92.9%
Divorce quote	21	100.0%
New Joiners	8470	95.1%
Immediate retirement quote	557	99.5%
Refund quote	31	100.0%
Transfer in payment	23	100.0%
Transfer in quote	38	100.0%
Transfer out payment	72	100.0%
Transfer out quote	270	99.3%
Medium - mostly within targets		
Benefit estimate	346	86.4%
Benefits on hold	2044	70.2%
Deferred retirement payment	1139	82.4%
Divorce - PSO post implementation	11	9.1%
Immediate retirement payment	627	84.5%
Divorce - PSO pre implementation	5	80.0%
Revised pay (Deaths)	0	-
Revised pay (Imm and DIP)	247	27.53%

2

KEY CASEWORK INDICATORS - INTERNAL TARGETS

	Processed	% in time
High - within targets		
Bulk benefits on hold	1002	100.0%
Death notifications	1097	94.2%
Deferred retirement payment	1139	91.3%
Dependants benefits	417	97.8%
Divorce quote	21	100.0%
Emails	509	98.6%
Immediate retirement payment	627	96.8%
Letters	494	96.6%
New joiners	8470	99.7%
Refund payment	350	97.7%
Transfer in payment	23	100.0%
Transfer in quote	38	97.4%
Medium - mostly within targets		
Benefits on hold	2773	53.1%
Deferred retirement quote	1649	37.7%
Divorce - PSO post implementation	11	27.3%
Immediate retirement quote	557	34.3%
Refund quote	31	45.2%
Transfer out payment	72	84.7%
Transfer out quote	270	81.5%

3

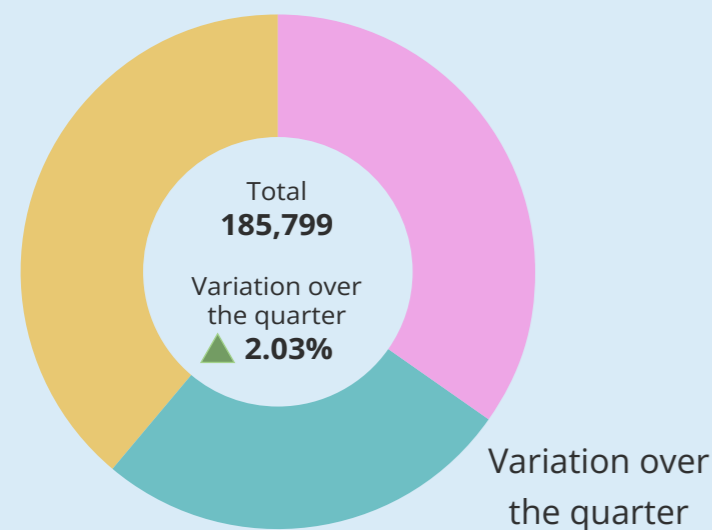
KEY PROJECT WORK

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

**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*

MY PENSION

REGISTRATION FIGURES



Contributors	64,781	▲ 1.8%
Benefits on hold	49,119	▲ 2.2%
Pensioners	71,899	▲ 2.2%

145,617

Total log ins to My Pension

▼ 36.5%

107,739

22,771 unique users

Calculator usage

▼ 27.3%

18,164

Visit to the ABS page

▼ 62.8%

19,786

Nomination updates

▼ 32.2%

15,168

Personal data updates

▼ 25.3%



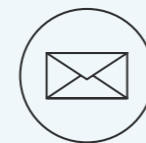
15,520

Total calls received

00:06:13

Average call wait time

● Medium - mostly within targets



My Pension email queue

283

Total emails received

19:50:42

Average wait response time

● High - within target



Other emails

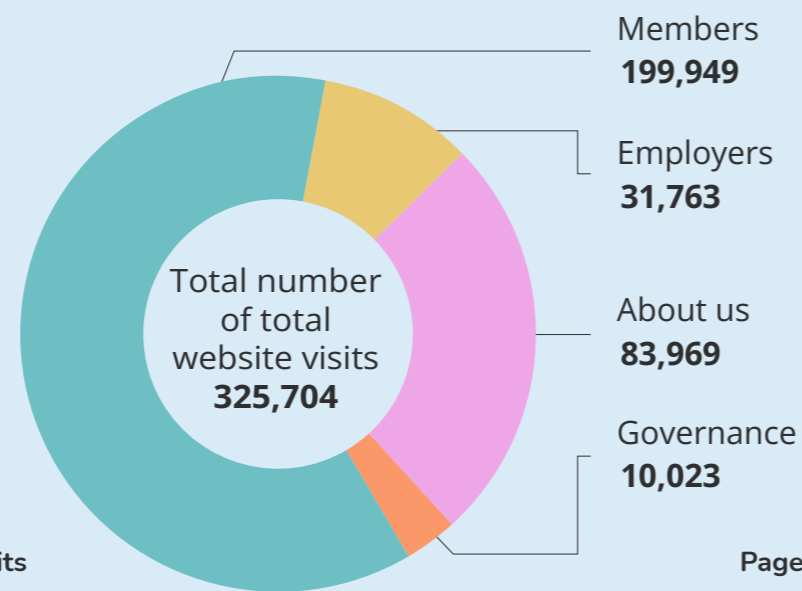
1133

Total emails received

● Medium - mostly within targets

Top five contact reasons

- ① Retirement query - Chasing/Checking status
- ② My Pension - Registration issues
- ③ Reporting an event/change - Address change
- ④ Retirement query - Retirement process
- ⑤ Retirement query - Help with completing ret forms



Top five page visits

Rank	Page	Page visits
①	/about/contact-us	19,299
②	/members/retiring/when-and-how-can-you-retire	12,529
③	/members/Retiring/access-your-benefits-on-hold	10,248
④	/members/Receiving-benefits/when-and-how-we-pay-your-pension	9,341
⑤	/members/retiring/early-retirement-factors	8,554



Members

8
Events held

522
Attendees

Events type held and popularity

- ① Overview
- ② Pre retirement
- ③ Topping up
- ④ FAQ member session

EVENTS



Employers

18
Events held

48
Attendees

Events type held and popularity

- ① McCloud
- ② Altair
- ③ Pensionable pay, Retirements and leavers, Topping up benefits
- ④ Ill health, Employer discretion