



<b>Meeting:</b>	Pension Board
<b>Date:</b>	13/12/2018
<b>Title:</b>	Member Self Service
<b>Purpose:</b>	Demonstration of the system to Board members
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### **Member Self Service – Pension Online**

The Member Self-Service (MSS) system has been part of the services offered to pension scheme members for several years. It is a secure portal on our website, which enables members to:

- View and update their personal details and change address
- Find how much pension benefits they will receive when retiring
- Calculate the extra lump sum they can take when retiring
- See their service history, including any service that has been transferred in
- See details of nominated beneficiaries
- View their Annual Benefit Statement

MSS is a very important resource for the Pensions Administration Section as it allows members to update basic details, such as addresses and death grant nomination, and perform retirement benefits calculations themselves. This releases the time of the Section's officers to work on more challenging cases.

In August 2018, the MSS website was viewed 5,200 times and was visited by 3,500 individual members.

The current MSS system has existed for over 10 years and is now based on old fashioned technology. Aquila Heywood who provides the system have stopped developing the old version of MSS, which means that the version we use will no longer be updated and will be taken offline in 2021. Updating the text on the MSS website is also time consuming for our Pension Section's staff, since text that needs to be updated has to be located in the middle of a computer script, and this can take some time. It is necessary for the website to be bilingual, and at present, it is not possible to change everything to the Welsh language. Another problem with the current system is that it's not compatible with our new server.

In recent years, Aquila Heywood has developed a new version of MSS with a brand new interface. Although, in essence, there are few new features in the new version, it is a more attractive and easier to navigate system and therefore, hopefully, gives pension scheme members a better experience. The new system is also compatible with our new server.

In the Pension Committee on 8<sup>th</sup> November 2018 funding was approved to upgrade to the new version of MSS.

Discussions are currently ongoing with Aquila Heywood and Gwynedd Council in respect of installing the new MSS system. It is hoped that the system will be up and running in early 2019.