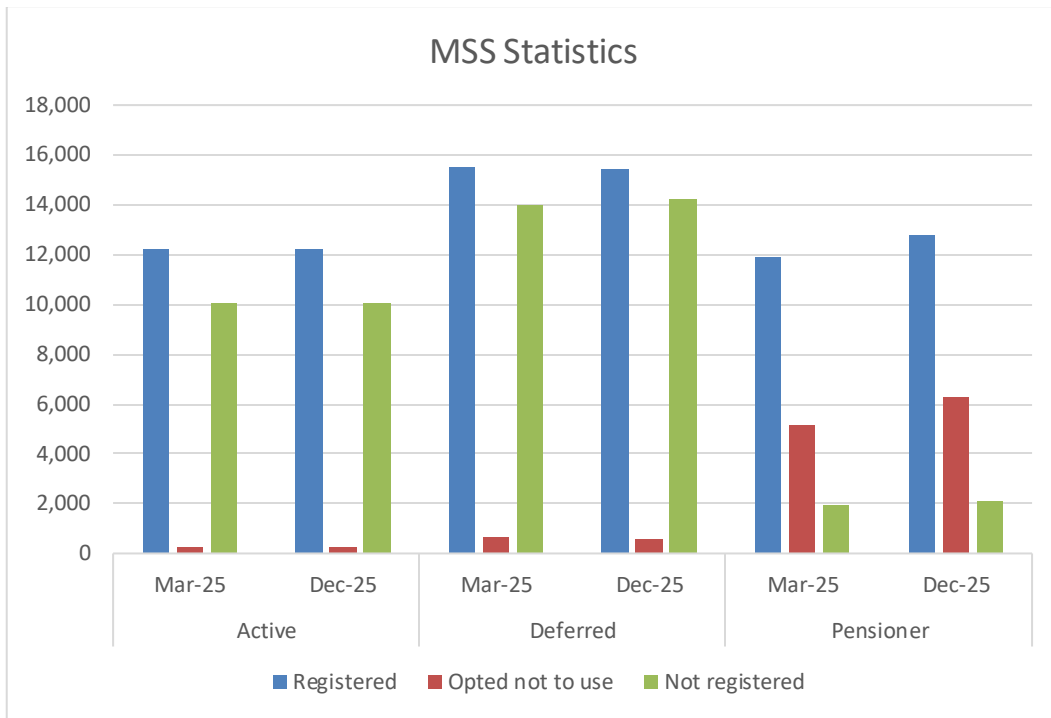


Appendix 7 – Member Self-Service Statistics



Quarter 3 – December 2025

| | Active | | Deferred | | Pensioner | |
|-------------------------|--------|--------|----------|--------|-----------|--------|
| Registered | 12,242 | 54.03% | 15,401 | 50.97% | 12,745 | 60.15% |
| Opted not to use | 238 | 1.05% | 598 | 1.98% | 6,308 | 29.77% |
| Not registered | 10,080 | 44.49% | 14,219 | 47.06% | 2,138 | 10.09% |

Benchmark - March 2025

| | Active | | Deferred | | Pensioner | |
|-------------------------|--------|--------|----------|--------|-----------|--------|
| Registered | 12,185 | 54.16% | 15,511 | 51.5% | 11,924 | 59.17% |
| Opted not to use | 268 | 1.19% | 651 | 2.16% | 5,157 | 25.59% |
| Not registered | 10,046 | 44.65% | 13,957 | 46.34% | 1,923 | 9.54% |