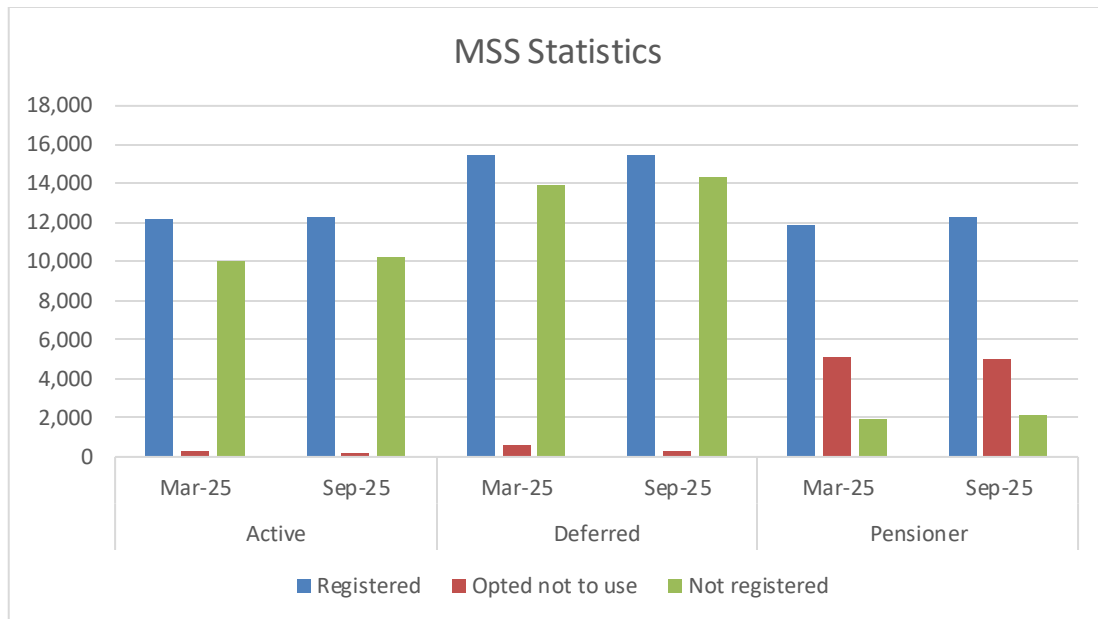


Appendix 7 – Member Self-Service Statistics



Quarter 2 – at September 2025

	Active		Deferred		Pensioner	
Registered	12,279	54.03%	15,530	51.47%	12,326	59.65%
Opted not to use	245	1.08%	317	1.05%	4,976	24.08%
Not registered	10,202	44.89%	14,325	47.48%	2,118	10.25%

Benchmark - at 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%