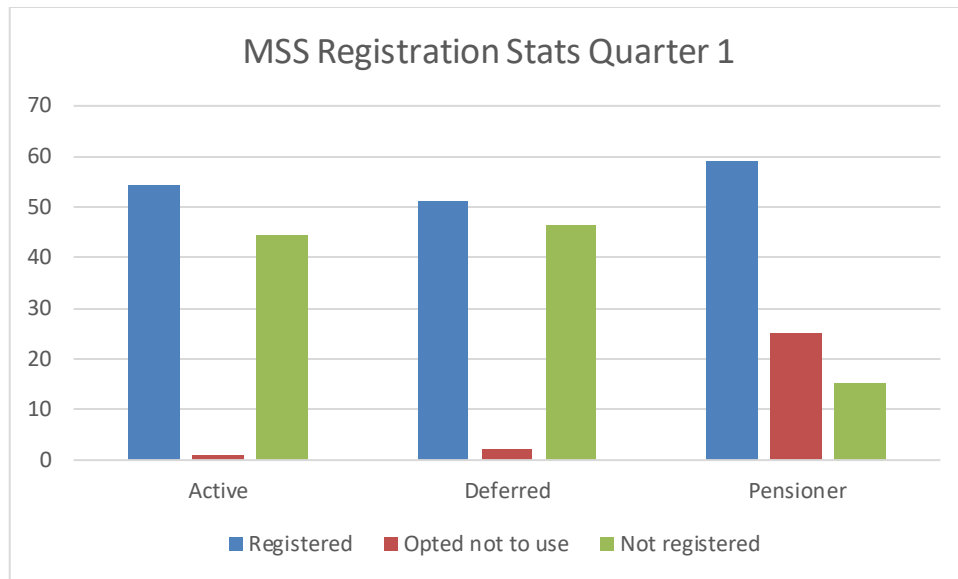


Appendix 7 – Member Self-Service Statistics



Quarter 1 – at June 2025

	Active		Deferred		Pensioner	
Registered	12,355	54.36%	15,460	51.24%	12,201	59.04%
Opted not to use	266	1.17%	640	2.12%	5,152	24.93%
Not registered	10,107	44.47%	14,075	46.65%	3,147	15.23%

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%