Appendix 7 – Member Self-Service Statistics

MSS Statistics
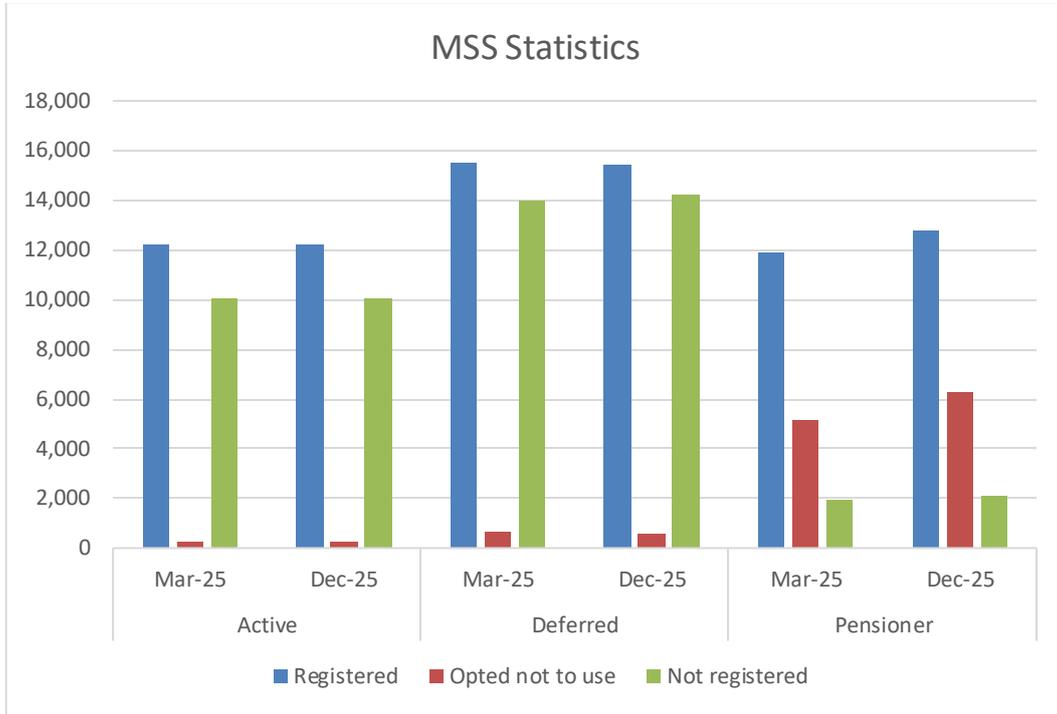
Quarter 3 – December 2025

	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%