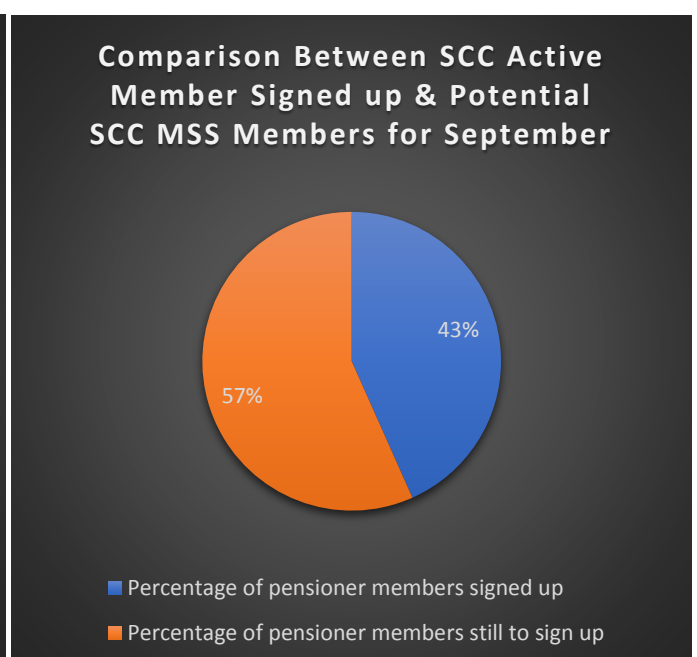
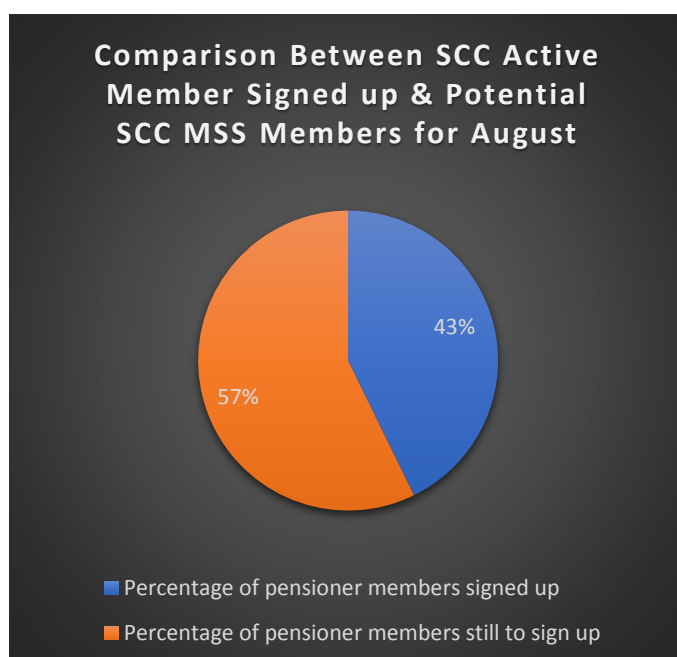
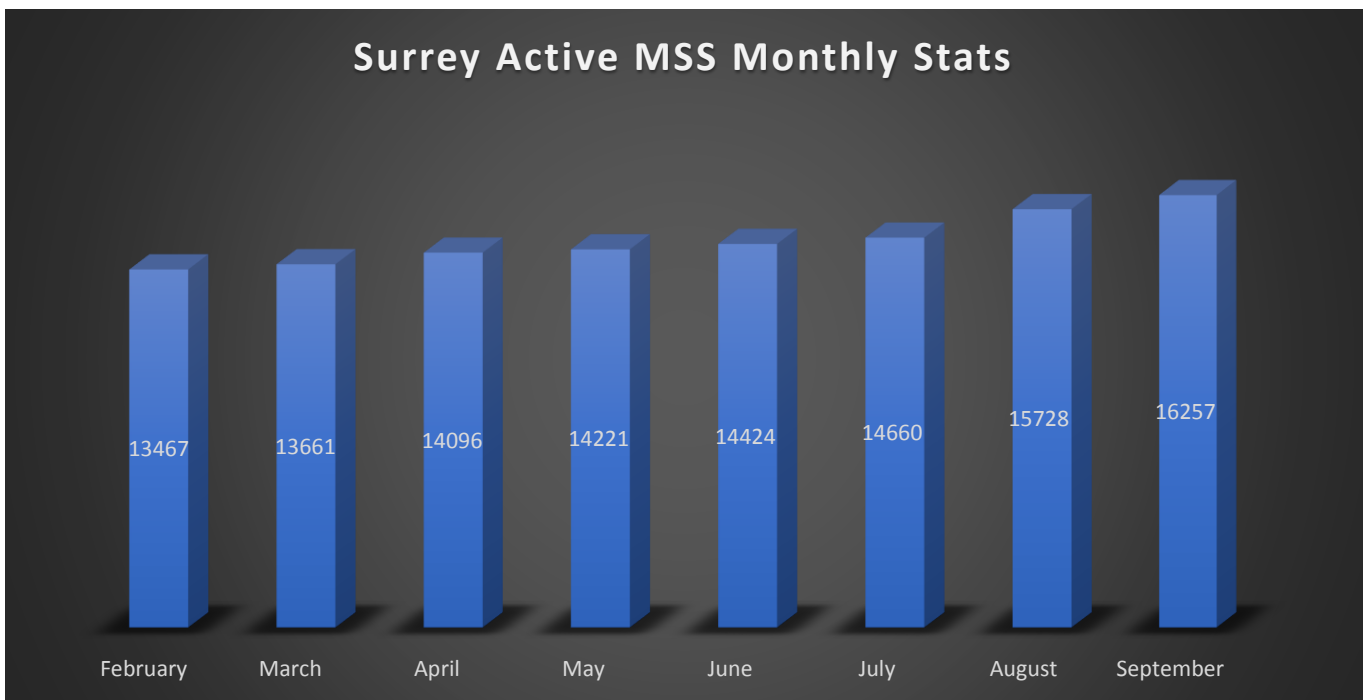


### Summary of Member Self Service sign up

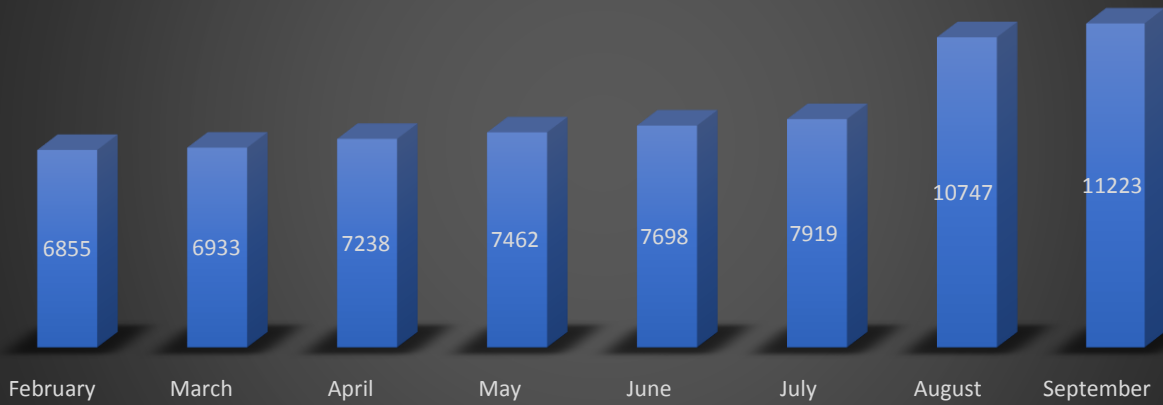
Please find the Surrey County Council Member Self Service numbers as of 30th September 2020 within this report.

MSS member numbers across Active, Deferred and Pensioners have increased and is likely due to the communications sent out during the Annual Benefit season of 2020. We still have some way to go as we move more into a digital space and more targeted communications will be needed.

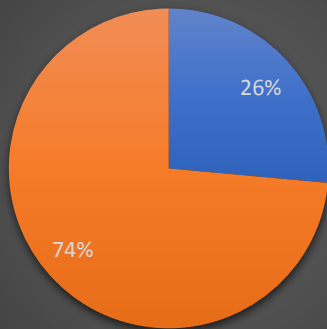
Widows and Dependents remain low with only 4% of potential members signed up to MSS. We will begin to investigate new ways of reaching these members and getting them to sign up to MSS in the future.



### Surrey Deferred MSS Monthly Stats

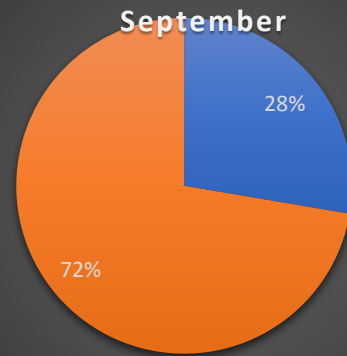


#### Comparison Between SCC Deferred Member Signed up & Potential SCC MSS Members for August



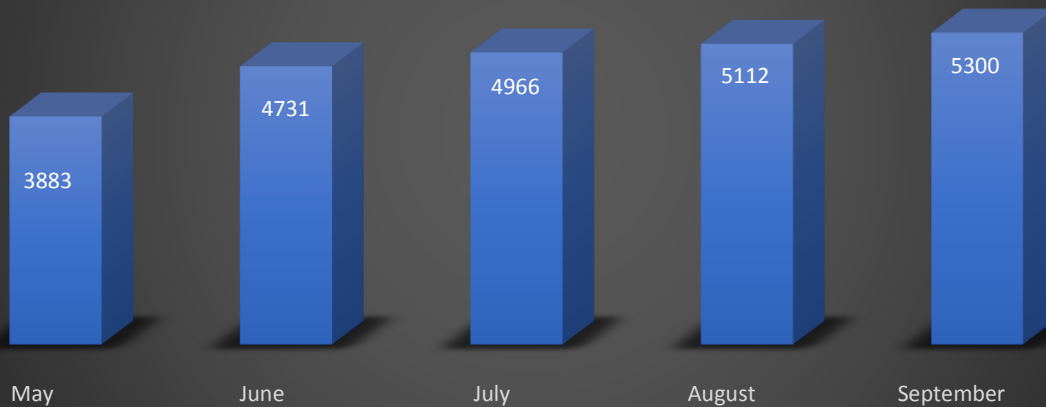
- Percentage of pensioner members signed up
- Percentage of pensioner members still to sign up

#### Comparison Between SCC Deferred Member Signed up & Potential SCC MSS Members for September

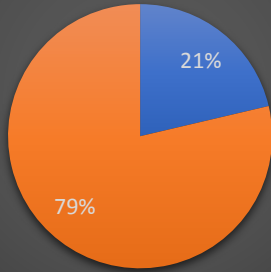


- Percentage of pensioner members signed up
- Percentage of pensioner members still to sign up

### Surrey Pensioner MSS Monthly Stats

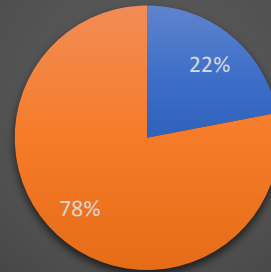


**Comparison Between SCC Pensioner Member Signed up & Potential SCC MSS Members for August**



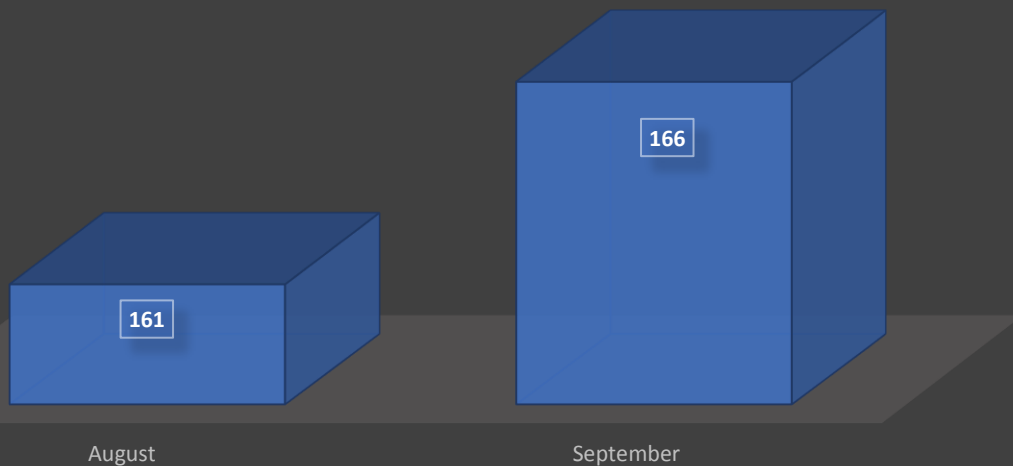
■ Percentage of pensioner members signed up  
■ Percentage of pensioner members still to sign up

**Comparison Between SCC Pensioner Member Signed up & Potential SCC MSS Members for September**

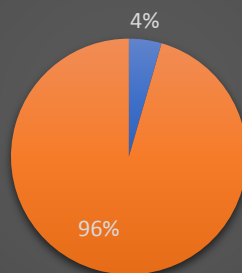


■ Percentage of pensioner members signed up  
■ Percentage of pensioner members still to sign up

## SURREY WIDOWS & DEPENDENTS MSS MONTHLY STATS



**Comparison Between SCC Widows and Dependents Member Signed up & Potential SCC MSS Members for September**



■ Percentage of pensioner members signed up  
■ Percentage of pensioner members still to sign up

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