

APPENDIX 4 to Pension Administration Strategy: Update Report

Summary of Employers Responses & roll out of Self Service facilities

		sent	Signed & returned	
1	Service Level Agreements	110	25	21%
2	Training Questionnaires returned	110	74	57%

Self Service facilities

1	Employers registered for Employer Self Service – only just rolled ou	Offered to all employers. So far only 3 users register but many more expected to sign up soon		
2	Members signed up for self service	2,000 out of a total of 80, 000 (inc deferred and pensioners)	2.5%	