Member Self-service Take-Up Communication Plan – 2021/22

Promote MSS in all letters sent to scheme members Provide details of MSS in welcome letters Promote MSS via Pension website Promote via mailbox automated response Promote via employers forum Promote to employers as part of new website launch Promote MSS via Staff Intranet of new website launch Promote MSS via Staff Intranet when ABS issued. Write to targeted group of deferred scheme employers when ABS issued. Write to targeted group of deferred scheme Weekly Weekly ✓ Weekly ✓ Weekly ✓ Weekly ✓ Weekly ✓ ✓ Daily ✓ Daily ✓ Daily ✓ Weekly ✓ Active/Deferred members Poally ✓ Daily ✓ Active members Single event Single event Active members Active members Active members Annual	Action	Method of	Audience	Frequency	Completed ✓
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