

Everything's different, but nothing's changed

Maintaining service levels during COVID-19

Flexible

100% of our consulting and administration staff in the U.K. are equipped for home working.

Nimble

Our computer and telephony-based systems are "home-working friendly" and support mass remote access.

Confident

Our systems and processes have been successfully tested and can stand up to a fully-remote workforce ensuring key tasks will continue to be actioned.

Operational

Remote staff have access to our in-office phone systems to ensure all helplines are fully operational.

Protected

Our infrastructure and systems allow processes and information to be accessed easily, whilst maintaining robust controls over peer review and data protection.

Supported

Our team leaders are ensuring their usually office-based employees feel comfortable working remotely and reinforcing their critical roles on the team.

Dedicated

Our administration teams are taking customer service to the next level, proactively seeking out opportunities to help our vulnerable customers.

Engaged

We're actively encouraging staff to take proper breaks and providing virtual office challenges around our core values to ensure our teams remain focused on what Buck stands for.

Robust

Our actuarial committee has reviewed our peer review process in order to ensure it is fit for a large-scale working from home environment.

Remaining nimble during these unprecedented times means empowering our teams to work in a 100% remote capacity to continue to serve you and your employees/scheme members without interruption. We're proud to stand alongside you as we navigate through this uncertainty together.

