



Aon's response to COVID-19

Pensions Administration Resilience Update

For up to date information on Aon's response to COVID-19 and useful tools to support trustees and sponsors, please visit our dedicated page: [click here](#).

We have worked to keep clients and industry partners closely informed of our response and what this means for service; to clients and their members. Below we provide a reminder of the headlines of our response and an update to reflect developments and experience over the last week. We have also captured some key themes from clients' questions in our FAQs on page 2.

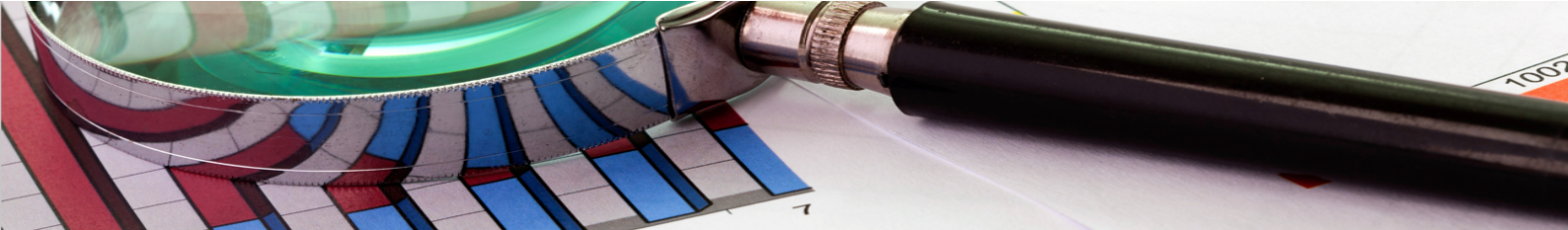
Clearly we are in the very early stages of this challenging period. With the wider Aon team, we will continue to monitor all aspects of experience and our model in light of emerging circumstances and Government advice.

A reminder of the headlines of our response mid-March

- Throughout, we have been able to confirm our payroll function, day-to-day administration teams and our Pension Service Centre (member contact centre) are fully operational.
- We have over 650 Pensions Administration specialists across our three locations (Birmingham, Krakow and Sheffield) and successfully transitioned to a home working model for c98% of colleagues w/c 16 March.
- For the avoidance of doubt, the Pension Service Centre which handles front-line member calls, normally based in our Sheffield office, is operating successfully with colleagues based at home. Full telephony functionality is maintained, delivered via laptops.
- The transition was capable of being implemented in just a few working days as a result of:-
 - The longer-term planning Aon does to respond to disruptive events and the COVID-19 specific planning in recent weeks.
 - The investment in IT infrastructure across the teams (from laptops for all staff, to flexible contact centre technology, to a robust network).
 - The robustness and consistency of the operating model built over recent years.
- Together, these points mean that maintained service throughout with members able to access our team and their scheme through the same range of communication channels; web, phone and mail.

An update on developments and experience of the first two-weeks in a 'new model'

- All aspects of our administration service remain fully operational; and have throughout. For example, our first payroll completed successfully at the end of March.
- The contact centre team have received c4,500 calls in the period. In terms of member experience:-
 - Callers are invited to complete our survey; of those that did, 94% rated their experience 'excellent' or 'good'.
 - For 86% we were able to complete their requirements on the first call; our 'first call resolution' measure.
- The team completed comparable volumes of member activities from 'post' in the two-week period. In recent days, the volumes received have declined slightly but it's too early to read much into this.
- Our team is now working 100% from home and operating all aspects of service and delivery. We're delighted by the continued level of interaction and connectivity through various media and the level of engagement this is supporting.
- As well as day-to-day member support, our project teams remain operational. Client projects continue to be delivered (such as GMP reconciliation and equalisation); as do internal strategic projects (such as investment in increasing automation and improving end-to-end processes).



Some FAQs from the last few weeks

Q: How are member telephone calls being supported and prioritised?

A: Our contact centre technology means the team can work from home with full functionality, so our service has been largely uninterrupted. We are accommodating more flexible working patterns since the schools closed so invite callers to press 1 for a call back at a quieter time, but within 24 hours, if their call is not urgent. Between 10-15% of callers have taken advantage of this option since it was introduced.

Q: How are the team holding up in these difficult circumstances?

A: Firstly, it's great that clients have asked this. The answer is incredibly well; and we've been enormously proud of not only the response but the 'can do' spirit that's made it possible. We're conscious it's a huge change for many and individuals' circumstances vary dramatically so we're determined to keep supporting and keep people communicating regularly.

Q: How does your response vary over your 3 administration locations?

A: The response is consistent across all 3 locations; Birmingham, Krakow, Sheffield. The resilience plans, IT equipment, connectivity and ability to work from home are the same in these 3 Aon locations.

Q: Are all administrators properly equipped, e.g. with laptops, and genuinely capable of working from home?

A: Yes, every one of the team has a laptop and this has been the case for some time (it's been part of our 'agile working' ethos). Our VPN connections have worked well, as tested, and supported the whole team working simultaneously.

Q: Have you experienced problems with suppliers?

A: We had initial challenges for our contact centre team as our technology partners saw a huge increase in voice and data usage as the whole UK workforce moved towards home working, but they increased their capacity and we were quickly back to BAU. Otherwise, we are keeping in contact with all providers and remain satisfied with the current position. As an example, our scanning, printing and posting partner, Adare, supports various Government functions so is treated as a key supplier.

Q: Are you deferring or cancelling any work or, perhaps, client projects?

A: No. All teams, including our Special Projects Team (e.g. GMP work, bulk exercises, scheme changes projects) remain operational. Of course, we cannot be complacent and must continue to monitor this depending on events in the coming weeks and so are shaping plans for prioritisation of work if this becomes necessary.

Q: What happens if there is a spike in specific work; such as processing death claims?

A: Again, we will continue to monitor events and plan for prioritisation if necessary but that is not the case currently. In such an event, given our operating model our teams are trained across multiple disciplines and tasks (e.g. we don't have a 'transfer team' or a 'death case team' with experience limited to those areas) providing maximum flexibility to ensure specific work of this nature can continue to be dealt with on a priority basis if necessary.

Q: Are you on track to deliver your 2020 actuarial valuation extracts on time?

A: A topical issue at this time. Yes, valuation extracts, alongside other client projects are continuing as normal.