

"I am a member of a pension scheme administered by BW – how will this affect me?"

The current worldwide coronavirus pandemic is creating a great deal of uncertainty and concern for all of us. Barnett Waddingham will continue to monitor official Government guidance to protect our staff and ensure we can continue to provide pension administration services to our clients and you the members. Our number one priority is to make sure we can help pension scheme members and deliver key critical services such as making sure pensioners get paid on time.

Our staff can all work remotely at home if they are unable to come into the office and indeed in line with latest Government advice most of our staff are currently doing this. All our staff have laptops, headsets and chargers and so are able to answer member queries and check in with work colleagues as if they were in the office. All our team members will therefore remain contactable by phone or email in the usual way.

So for Barnett Waddingham it continues to be 'business as usual' as far as possible but we will keep monitoring the situation closely. Should things change we have back up plans in place but rest assured we will be on hand to help. Please do check into the website for further details <https://www.barnett-waddingham.co.uk/about-us/covid-19/>

If you are registered for online services then please do log into your account at <https://logon.bwebstream.com/> to check on your own information. This will also help to free up our teams so they can deal with critical and urgent tasks.

Thank you for your co-operation. If you have any specific questions please get in touch via your usual Barnett Waddingham contact.