



## **The 'lockdown' technological revolution gathers pace at Family Building Society**

Maintaining high standards of customer service and support, while observing social distancing and adapting to a home working environment, has ensured that the digital transformation already underway at Family Building Society has accelerated beyond what was previously thought possible.

Mark Bogard, CEO of Family Building Society, commented, "Our plans to improve the efficiency of the Society by introducing remote working and more automated processes, were already well underway before lockdown. But this unique situation has provided an opportunity to implement change at a pace we wouldn't have thought possible just a few months ago.

"Before the lockdown, staff were office or branch based but thanks to the herculean efforts of the whole Society, the transition to working remotely has not been a major upheaval. We rolled out a completely new, secure Virtual Desktop Infrastructure (VDI) with astonishing speed. This allows almost 90% of employees to work remotely with many using their own devices.

"Additionally, our underwriting team are all working from home and have completed a number of paperless mortgage applications to ensure customers' mortgages are able to complete on time."

"It's amazing what you can do if you really have to!"

The Society recently asked employees for their views on working life under lockdown and found 89% feel the Society has handled the changes to working practices well, compared to 43% who feel the government has handled the crisis well.

Maintaining involvement and engagement while teams are working remotely is challenging, yet over 90% feel that internal communications (from individual managers and also on a corporate level) are excellent or good, with 95% saying they are receiving strong support from their managers.

Almost half of staff (48%) are feeling positive about work, but unsurprisingly also found that similar to many other organisations, information on post-lockdown plans for the return to work, as well as reassurance of job security, are seen as necessary.

While staff already have weekly updates, regular one-to-one phone calls to those who may be not be coping well, and advice for those who can't achieve a work/life balance, there is also a need for investment in preparation for longer term working from home.

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**About Family Building Society**

The Family Building Society, launched in July 2014, is a trading name of National Counties Building Society.

1. National Counties Building Society is the UK's eleventh largest building society, with over 50,000 members and £2.2bn of assets. Operating from its head office in Epsom, Surrey, the Society employs approximately 150 people and offers a range of competitive savings and mortgage products throughout the UK.
2. National Counties Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.
3. Eligible deposits with Family Building Society are protected up to a total of £85,000 by the Financial Services Compensation Scheme, the UK's deposit guarantee scheme.