

Our Values



Innovation

We seek a better way

We challenge the status quo

We are open to new ways and ideas

We value diversity of thought and knowledge

We create simple solutions for our customers and members through removing complexity



Accountability

We own it and see it through

We set clear goals and expectations

We deliver on our commitments and take responsibility for our results

We own our mistakes and learn from them

We are courageous in speaking up and holding others to account



Care

We deliver great service

We understand the expectations of our customers

We deliver on expectations in a complete and timely manner

We actively seek and respond to feedback

We know our stuff and are famous for not letting people down



Team

We are in it together

We work together to make things happen

We challenge each other to grow

We contribute to a culture of belonging and mutual respect

We think “we” not “me”