

Candidate Interview Guidance



Applying for a role with us

At Aegon, we are creating an organisation where everyone feels heard, supported, proud & inspired. We aim to attract, develop and retain diverse talent and encourage gender balanced interview panels.

If you're applying for a role with us, this guide will help you prepare for your interview to give you the best chance of success. Within our recruitment process, our interviews combine the use of both behavioural and technical questions.

What is a behavioural-based interview?

A behavioural-based interview is an interview that gives you the chance to discuss real-life examples of your experiences during your career so far. As well as assessing your technical ability to do the role, our behavioural-based interviews examine the way we want people to work and behave within Aegon.

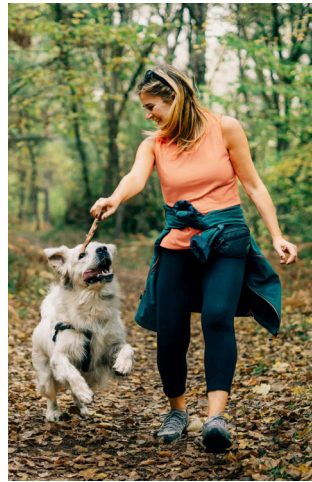
As well as questions relating to your past experience, you will also be asked future-focused questions where we ask you to tell us about the approach or actions you might take in a particular scenario or situation that your interviewer will outline for you.

Why do we use behavioural-based interviews?

- They are a tried and tested way of assessing your experiences in relation to Aegon roles.
- They are a fair and objective way of assessing you against the role requirements, providing a consistent experience for all candidates participating. This means that everyone has the same opportunity to showcase their skills and experience.
- They focus predominantly on your work-life experiences, which give a good indication of how you've handled past situations and how you're likely to perform in the future.
- Future-focused questions allow you the chance to demonstrate your potential in relation to the role you have applied for, rather than focusing purely on your past performance.
- They provide useful feedback to enable you to understand strengths and development areas in relation to the role you apply for.

Our Best Life Behaviours

We have three key behaviours which we all need to demonstrate as part of our roles at Aegon. We call these our 'Best Life Behaviours' and they are fundamental to our organisational culture, the way we work and our future success. Our interview process will consider how you meet these behaviours.



We Tune In

We serve a diverse, ever-changing world and work tirelessly to stay relevant.

We're curious and never stop learning from our customers, each other and the wider world.

We ensure all people around us feel seen, heard and valued.

We Step Up

We're a company of ambitious, positive problem-solvers who get things done

We excel by committing following through and finishing what we start.

We're a team, not a group of individuals. Collaboration is our life force.

We're a Force for Good

It's our duty to leave things better than we find them.

We speak up, ask for help and think before we act.

We prove our integrity daily, through our words and actions.

What to expect during your interview

Introduction to the interview

- In this section you will meet your assessor who will introduce themselves and tell you a bit about their role.
- They will make sure you are settled and ready to begin so that you can get the most out of your interview.
- They will ask you if you have any questions before beginning the interview.

Types of questions you will be asked

- During your interview, you'll be asked some different types of questions. We have outlined these below for you.
- You'll be asked a minimum of three questions related to our Best Life Behaviours, alongside Technical questions in accordance to the role profile.

Behavioural-based questions

To answer the questions, you will need to think about previous experiences in your career or work roles. The assessor will describe the behaviour which the particular question relates to. You should take a minute to think about how your answer might fit with this behaviour. Here is an example of the type of question you might be asked:

Tell me about a time when you have had to find ways to overcome difficult obstacles to achieving your work goals or targets.

- What was the situation?
- How did you identify the obstacles?
- What did you do to try and overcome these?
- How did you decide on your course of action?
- What was the outcome?
- What did you learn from this situation?

Future Focused Questions

These types of questions enable us to get a good idea of how you are likely to approach future scenarios which you may encounter within the role at Aegon and how you would seek to resolve these situations or challenges effectively. This helps us to focus, not only on your past performance, but also your potential for growth and development in this role, and at Aegon, in the future. They assist us in understanding how you may approach certain situations where you have limited past experience or which you haven't encountered before.

Furthermore, these types of scenario-based questions enable you to get a good insight into the types of situations and challenges you are likely to encounter at Aegon, if you were to join us. Here is an example of the type of question you might be asked:

Imagine you have recently joined Aegon, how would you approach getting to know and building relationships with the different members of your team?

- What approaches to networking opportunities would you take?
- How would you find out more about your colleagues and their roles?
- How might you build an understanding of the approach they value?

Technical questions

- These questions are specific to the role and will be focused on how you'd deal with a situation or use your knowledge relating to the technical aspects of the role.
- The number of questions you will be asked depends on the role you have applied for.

Presentations

- On occasion, as part of an interview process you may be asked to provide a presentation as part of the assessment process. If appropriate, your Talent Acquisition Consultant will provide you the topic in advance and with further details.

End of your interview

- At the end of the interview, you will have the chance to ask questions, and your assessor will explain the next steps of the assessment process for you.
- You should prepare some questions to ask that will help to increase your knowledge and understanding of the role.

Virtual Interview

We strive to conduct all interviews face to face, but can adapt to virtual meetings where necessary. At least one interview in the process will be face-to-face to provide you with the opportunity to see our offices and experience the Aegon culture first-hand.

- Please make sure you are in a quiet space where you will not be disturbed and cannot be distracted by others.
- Check your technology – make sure your device (a larger device such as a PC, laptop or tablet is ideal) has a working microphone and camera.
- Ensure you can access a Teams meeting on your device – either through the web version or the Teams App (tip – ask someone with Teams to invite you to a meeting and test this out).
- Before your interview, test your link early and check your microphone and camera settings in advance to ensure the assessor can see and hear you effectively.
- If you lose connection or it freezes during your interview, rejoin the meeting as this normally re-sets things. If this fails, it is worth rebooting your device and trying again.



Preparation advice and guidance

This section gives you more information about how to prepare for your interview, as well as some useful guidance and tips to help you.

Our Dress Code

- Dress appropriately, we operate a smart casual dress code which allows our colleagues to dress professional while still being comfortable and not overly formal.

Try to relax

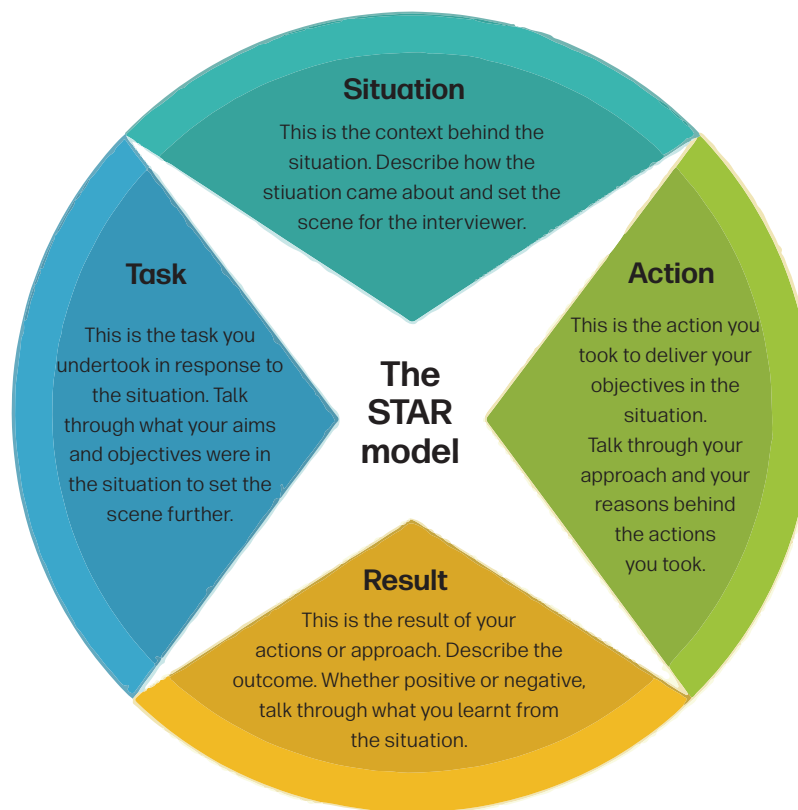
- It's important that you give yourself some breathing space before the interview. Take at least 30 minutes away from your desk and the work environment. This will give you time to prepare or just relax before the big event.

Get in the right mindset – what will you bring to Aegon?

- Make sure you're clear on what the role is and the expectations of the person in the role.
- Take some time to reflect on your experience, skills and what motivates you – how does this match to Aegon and the role you have applied for?
- Identify some key achievements, projects, successes and even failures from your previous work experience. What did you learn from these and what might you do differently next time?
- Don't overlook your day-to-day work. This also can provide examples for you to talk about and highlight what you would bring to a new role.
- Practice and tell someone. After you have worked through the above points, tell a friend or family member what motivates you about the role and working at Aegon. Tell them what your unique strengths are and what you would bring to the role. Build your confidence, tell them why you are the ideal candidate for the role.

Preparing for interview questions

- Reflecting on your past experience, try to identify some examples which you might draw upon during the interview.
- The best examples to use are more recent ones that you will recall more clearly, but older examples can also be used if they help you demonstrate the key behaviours, experience and skills.
- It's about you – the assessor will want to hear 'I' more than 'we' in your examples, clearly identifying your personal role in the situation.
- Try and have a number of examples in mind, potentially up to six.
- Look at the example questions provided to help guide your thinking on which examples to use.
- Use the following 'STAR' approach to practice answering questions and give you some structure that will help you.



During your interview

- During the interview, you will be asked for examples. Your assessor will be aware that it might take you a moment to think of one and this is ok.
- Try to bring in a variety of examples during your interview to demonstrate your range of experience – your preparation will help you with this.
- If you are unclear on a question, do not be afraid to ask your assessor to repeat it – they are there to support you to give your best answers.
- Assessors will be taking a lot of notes to give the fairest experience for all, try not to be distracted by this and be assured they are focused on you.

And some final tips

- Be true to yourself. If you try to be something you're not, it will show in the interview.
- Use your own examples, more recent ones can be better and easier to talk through.
- Do not rely on AI methods, such as ChatGPT, to generate answers – this will become obvious as your assessor explores your examples with you, and you could be challenged if they feel you are not being true to your own experiences and thoughts.

And finally, good luck! We hope you make use of this guide and are able to show us how you will be a great fit for Aegon.

If you can't attend

- If you can't attend the interview, please contact your TA Consultant on the email address provided in your interview invite as soon as possible.

Equal opportunities

- At Aegon we are a Disability Confident employer and are committed to actively promoting diversity and inclusion in our recruitment processes. If you have a disability and require adjustments to support your participation on the day and during your interview, please contact the Recruiting Manager or TA Consultant who will be happy to discuss your requirements in confidence. We encourage you to make contact if you are unsure whether you will need an adjustment to be made, and we will support you with considering this.
- We're an equal opportunities employer and welcome applications from everyone - regardless of their age, disability, race, religion or belief, sexual orientation, or gender identity.

