



For customers

Your guide to online documents

We're increasingly aware of improving the way you can choose to receive your important documents from us. You can now choose to receive your documents online.

When a new document is available, you can securely access it online from your Aegon Dashboard document store. We'll send an email notification to the email address we hold on record to let you know it's ready to view.

By setting your preference to Online, you can view the following documents paperless:

- ✓ Annual/quarterly statements (including tax voucher)
- ✓ Contract note
- ✓ General investment account to ISA switch
- ✓ Switch statement

If you also hold a pension product you can view the following documents paperless:

- ✓ Income details confirmation
- ✓ Pension payment letter
- ✓ Retirement options pack

¹ Where possible, we'll apply your document preference to all products you hold with us including any future products you may take out. Where a paperless document isn't currently available, we may still send some types of documents by post.



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