



For customers

# How to update your email address on the Aegon Platform



# How to update your email address

This guide explains how to update your email address on the Aegon Platform.

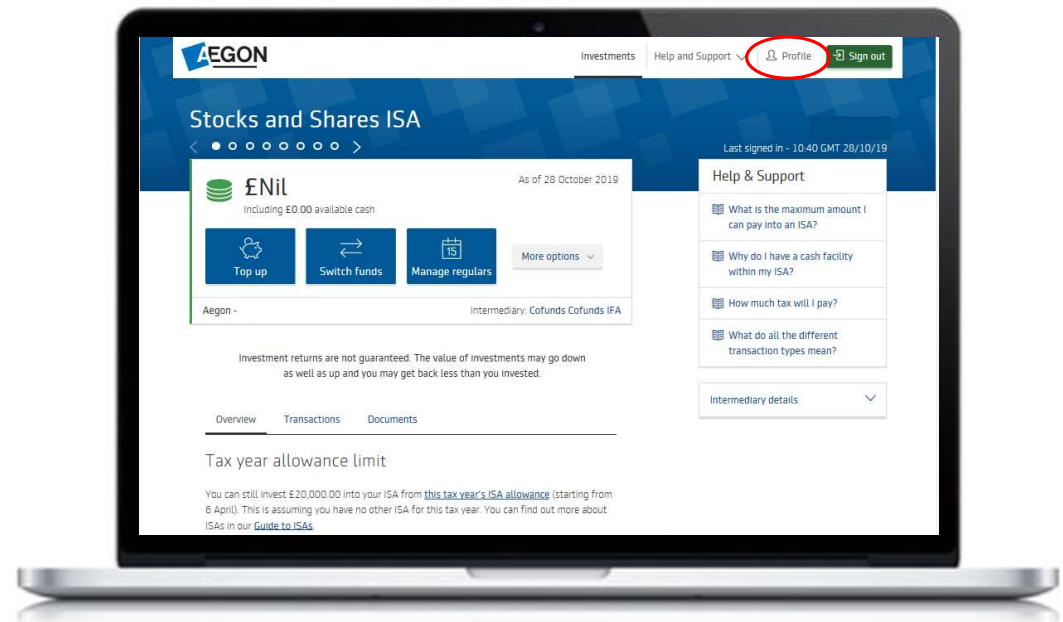
We'll update your details immediately once you verify your new email address.

You'll need a mobile phone to complete a security check where we send you a text message. If you don't have a mobile phone, please [contact us](#) to change your email address.



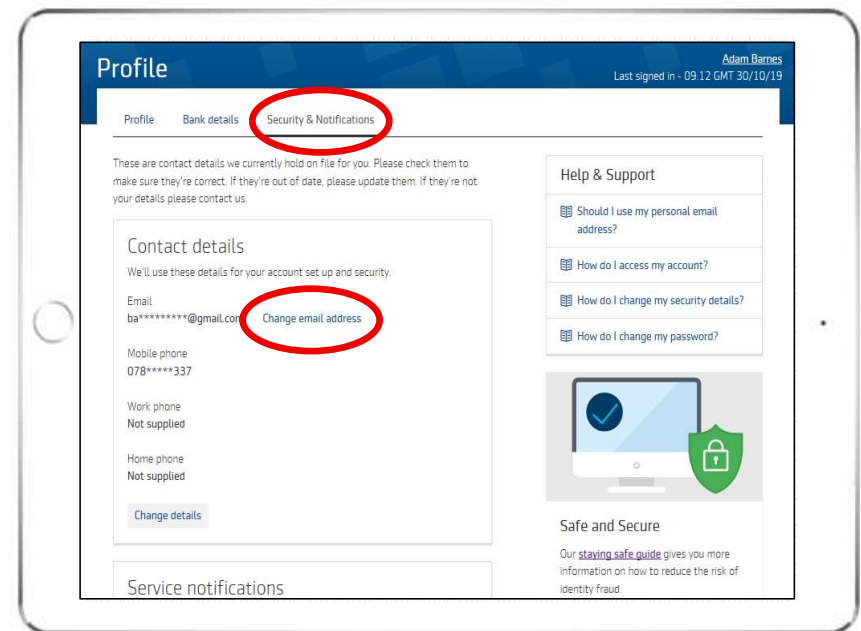
# Signing in to your account

1. Sign in to your Aegon Dashboard account.
2. Select **Profile** at the top right hand side of the screen



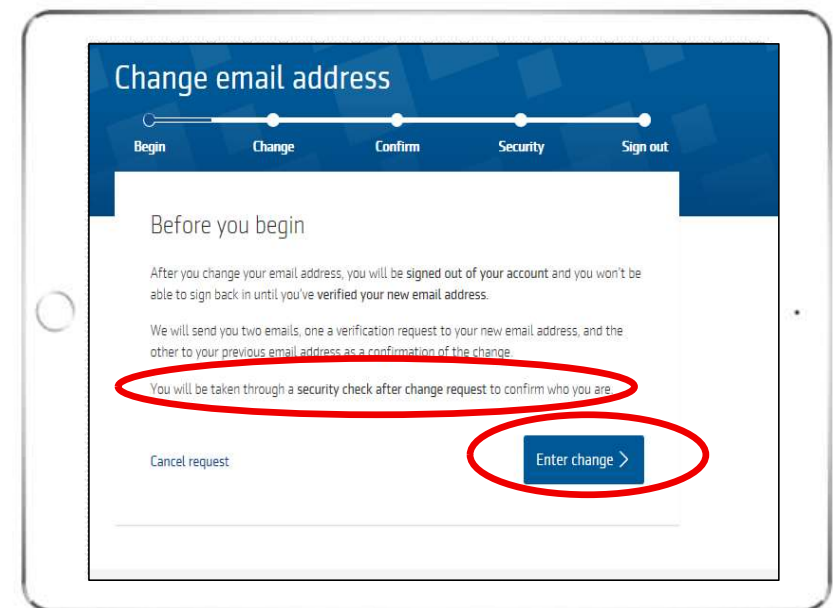
# How to update your email address

1. Select the **Security & Notifications** tab.
2. Then select **Change email address**.



# Confirming the process

1. Along the top of the screen you can see what stage of the process you're at.
2. The **Before you begin** section sets out in advance what the process will be.
3. As part of the security checks for this change, you'll receive a text message so please have your mobile phone to hand.
4. Select **Enter change** to continue.



# Updating your email address

1. Enter your new email address, then re-enter it to verify it's correct.
2. Select **Confirm changes**.

Change email address

Begin Change Confirm Security Sign out

Enter your new email address

We'll use this email address for your account set up and security. Your current email address on account is: @gmail.com

Email  
barne x

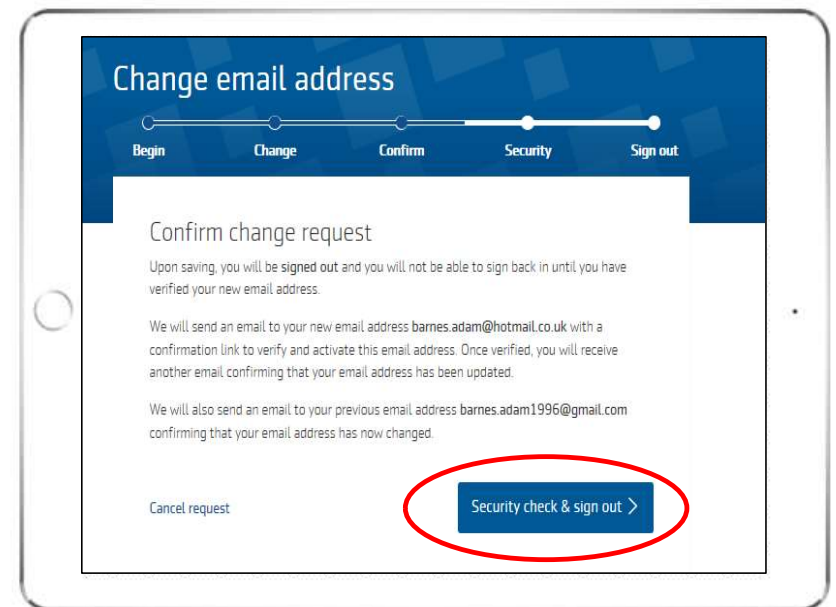
Re-type email

Cancel request

Confirm changes >

# Verifying your email address

1. We'll send an email to your new email address asking you to verify it.
2. To continue, select **Security check & sign out**.



# Security checks

1. Select **sending you a text message**.
2. We'll text you an authorisation code.
3. Under **Enter authorisation code**, enter the code we sent you.
4. Select **Submit code** to continue.
5. We'll now sign you out of your account until you verify your new email address.

**Change email address**

Begin Change Confirm Security Sign out

Before you can complete your request  
To keep your account safe, please follow these security steps.

Security check by:

☒ sending you a text message  
078\*\*\*\*\*337

[Cancel request](#)

**Change email address**

Begin Change Confirm Security Sign out

Authorising with your mobile

Text message sent with authorisation code to:  
078\*\*\*\*\*337

Enter authorisation code:  
707888

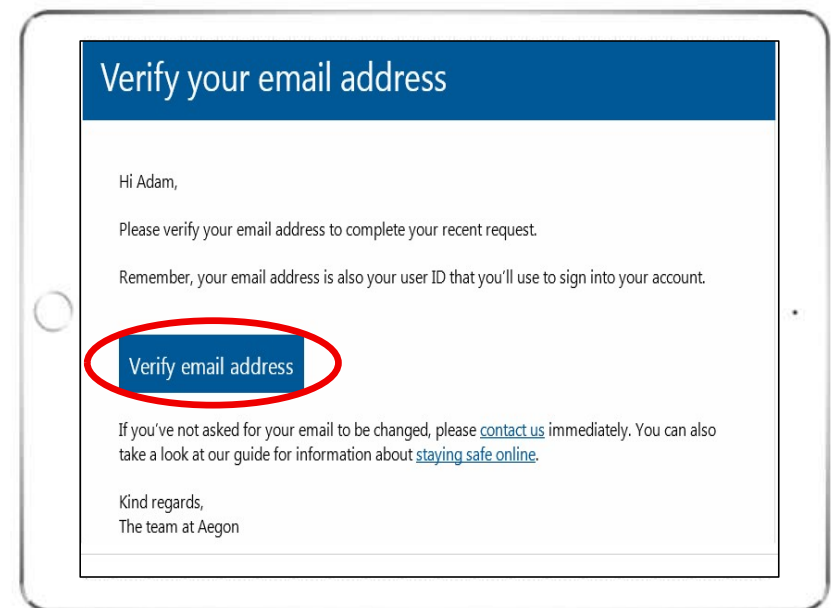
[Cancel request](#)

**Submit code >**



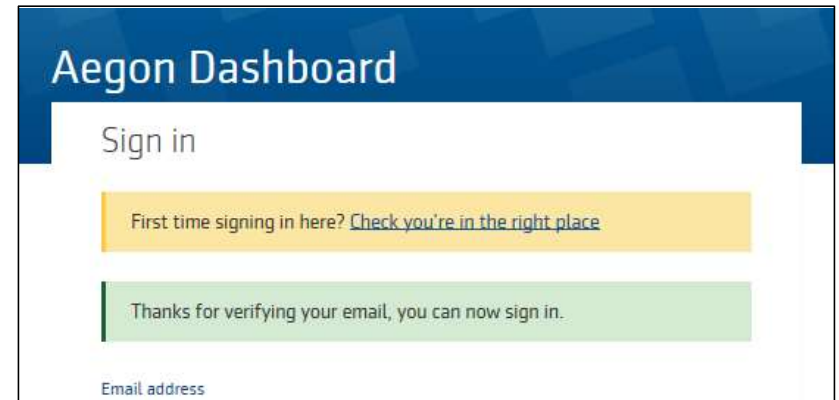
# Verifying your email address

1. Check your email inbox for an email from us to verify your new email address. Remember to check your junk email folder if you can't find one.
2. Select **Verify email address**.



# Signing back in to your Aegon Dashboard account

1. You'll now see the sign in page.
2. You can now sign in using your new email address.



The image shows a screenshot of the Aegon Dashboard sign-in page. The page has a dark blue header with the text 'Aegon Dashboard' in white. Below the header, the word 'Sign in' is displayed. There are two main message boxes: a yellow one that says 'First time signing in here? [Check you're in the right place](#)' and a green one that says 'Thanks for verifying your email, you can now sign in.' At the bottom, there is a label 'Email address' next to a text input field.



[aegon.co.uk](https://aegon.co.uk)



@aegonuk



Aegon UK



Aegon UK

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