



For customers

Changing your contact details

Aegon Retirement Choices (ARC) and One Retirement



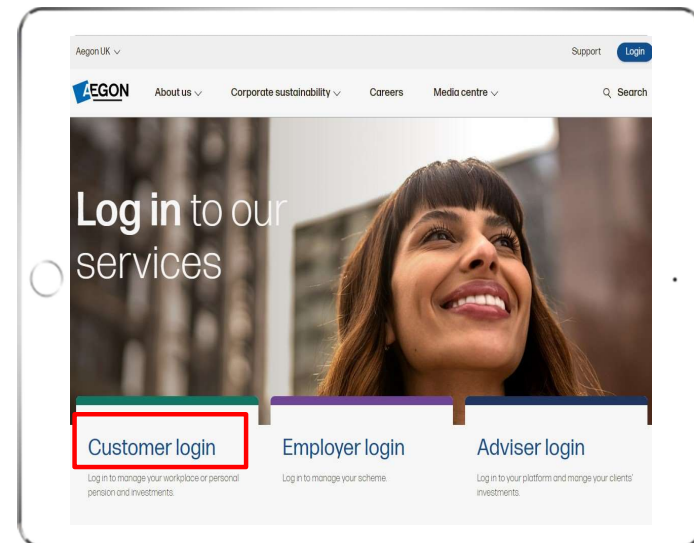
Changing your contact details

This guide shows you how to change or add contact details for your ARC or One Retirement account.



Logging in to ARC and One Retirement

1. Go to **aegon.co.uk/login**.
2. Choose your user type by selecting **Customer login**, as shown to the right.
3. Then select **Aegon Retirement Choices (ARC) and One Retirement**.
4. Choose the appropriate response and select **Confirm**, as displayed below.



Login options Close X

Which best describes you?

☐ I used a financial adviser to choose Aegon Retirement Choices

☐ My retirement savings are through my current employer and I still work for that employer

☐ My retirement savings are through my employer and I no longer work for that employer

☐ I use Retiready but my account is not linked to an employer

Logging in to ARC and One Retirement

1. Enter your 8 digit **User ID** and **password**.
You can find your **User ID** in the original activation email we sent you.
2. Select the **I'm not a robot** box. You might be asked to select the images on the login screen.
3. Then select **Log in**.

If you've forgotten your password select **Forgotten your password?**

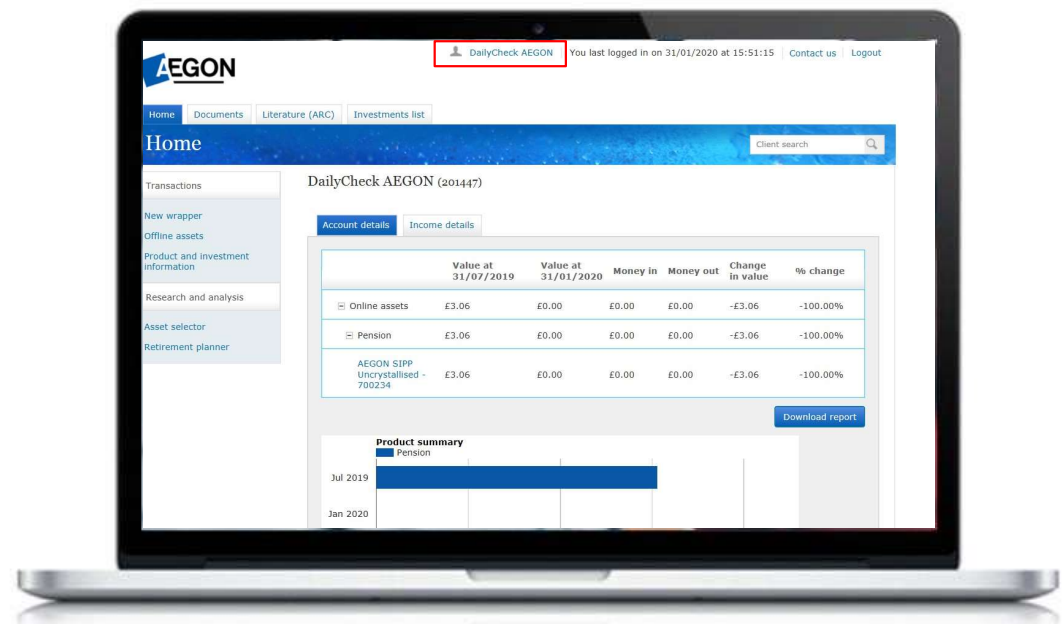
A screenshot of a tablet displaying the AEGON login interface. The screen shows the AEGON logo at the top, followed by a blue header with the text 'Log in'. Below this, it says 'Please log in below'. The login form has two input fields: 'User ID:' and 'Password:', both highlighted with red rectangles. Below the password field is a checkbox labeled 'I'm not a robot', also highlighted with a red rectangle. To the right of the checkbox is a reCAPTCHA logo and the text 'reCAPTCHA Privacy - Terms'. At the bottom of the form is a blue button labeled 'Log in' with a lock icon, and below it is a link that says 'Forgotten your password?', both highlighted with red rectangles.

Finding your contact details

Once you've logged in, you'll see the **Home** page.

You can view the wrappers you hold under **Account details**.

To change your contact details, select your name at the top of the page, highlighted in the red box.



Updating your contact details

The **User profile** page will load, showing you **Security information** and **Personal details**. To edit any of the sections shown in grey, please [contact us](#).

You'll also see your **Contact details**.

Select one of the white boxes to enter new or change existing information, to save updates select **Update**.

If you're changing address and want to receive post to your new address, please make sure that this is updated under both **Primary address** and **Correspondence address**, as you can have two addresses held separately here.

The screenshot displays the 'User profile' page with a blue header and a search bar. The main content area is divided into three sections: Security information, Personal details, and Contact details. The Security information section includes fields for User name (58816994), New password, Retype new password, Security question (What is your favourite colour?), and Answer (blue). The Personal details section includes fields for Title (Mr), First name(s) (DailyCheck), Surname (AEGON), Date of birth (04/04/1950), and NI number (XX999999A). The Contact details section includes fields for Work number, Home number (9999999999999999), Mobile (5555555555555555), and Email address (platformforemb@ae). Below the Contact details section is the Address details section, which has two tabs: Primary address (selected) and Correspondence address. The Address details section includes fields for C/O, Property name, Property number, Street name, City, County, Postcode, and Country (UNITED KINGDOM). At the bottom right of the page, there are 'Cancel' and 'Update' buttons, with the 'Update' button highlighted by a red box.

User profile

To make changes to your personal information please input your amended details and select 'update'.
You'll need to contact us if you want to make changes to any fields that are not available.

Security information

User name: 58816994

New password:

Retype new password:

Security question: What is your favourite colour?

Answer: blue

Personal details

Title: Mr

First name(s): DailyCheck

Surname: AEGON

Date of birth (DD/MM/YYYY): 04/04/1950

NI number: XX999999A

Contact details

Work number:

Home number: 9999999999999999

Mobile: 5555555555555555

Email address: platformforemb@ae

Primary address Correspondence address

Address details

C/O:

Property name:

Property number:

Street name:

City:

County:

Postcode:

Country: UNITED KINGDOM

Cancel Update

Updating your contact details

If your **Primary address** is outside of the UK, we'll also require an email to be sent to clientsupport@arc.aegon.co.uk confirming the following information:

- **Full name**
- **Investor or Wrapper ID**
- **Date of birth**
- **New address**
- **Confirmation of date you moved** to this address, and the date you became habitually resident.

A letter will be sent to both your new and old address, confirming the address change.

Our email system and the way we deal with data is internally secure. However, we're unable to make sure the security of emails before they reach us. Please consider this when sending us sensitive information.

The screenshot shows a 'User profile' form with a blue header. Below the header, there is a 'Client search' bar. The main content area is divided into two sections: 'Security information' and 'Personal details'. The 'Security information' section includes fields for 'User name' (58816994), 'New password', 'Retype new password', 'Security question' (What is your favourite colour?), and 'Answer' (blue). The 'Personal details' section includes fields for 'Title' (Mr), 'First name(s)' (DailyCheck), 'Surname' (AEGON), 'Date of birth (DD/MM/YYYY)' (04/04/1950), and 'NI number' (XX999999A). Below these sections is the 'Contact details' section, which includes fields for 'Work number', 'Home number', 'Mobile', and 'Email address' (platformforemediesmb@ae). The 'Contact details' section has two tabs: 'Primary address' (selected) and 'Correspondence address'. Below the tabs is the 'Address details' section, which includes fields for 'C/O', 'Property name', 'Property number', 'Street name', 'City', 'County', 'Postcode', and 'Country' (UNITED KINGDOM). At the bottom right of the form, there are 'Cancel' and 'Update' buttons. The 'Update' button is highlighted with a red box.

User profile

Client search

To make changes to your personal information please input your amended details and select 'update'. You'll need to contact us if you want to make changes to any fields that are not available.

Security information

User name: 58816994

New password:

Retype new password:

Security question: What is your favourite colour?

Answer: blue

Personal details

Title: Mr

First name(s): DailyCheck

Surname: AEGON

Date of birth (DD/MM/YYYY): 04/04/1950

NI number: XX999999A

Contact details

Work number:

Home number: 9999999999999999

Mobile: 5555555555555555

Email address: platformforemediesmb@ae

Primary address | Correspondence address

Address details

C/O:

Property name: 0

Property number: 0

Street name: 0

City: 0

County: 0

Postcode: 0

Country: UNITED KINGDOM

Cancel Update



aegon.co.uk



@aegonuk



Aegon UK



Aegon UK

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