

Your guide to sending forms to us by email

You can now send transaction and administration forms to us by email – allowing us to receive and process your instructions quicker than before.

Here you'll find guidance on how to send us the forms and what formats we can accept.

If your personal circumstances mean you need any additional support, or if you'd like a large print, Braille or audio version of this document, please visit aegon.co.uk/additionalsupport.

Quick tips to get it right first time

- If you're sending us a photo of your form, be sure to keep the camera straight when taking the photo, in focus (not blurry), and include the whole page (with all four corners visible). It's also clearer if images are portrait.
- Send the entire form, including the front page that has the form name.
- If you're sending multiple documents, please attach them as separate files. You can find the file types we accept below.
- Download the forms either from the online process (if you have access) or from aegon.co.uk/support – this makes sure you have the most recent version each time.

Frequently asked questions

How can I make sure the emails I send you are secure?

Some email providers allow you to send confidential emails – it's best to check with them. Our email system and the way we deal with data internally is secure. However, we're unable to ensure the security of emails before they reach us. Please consider this and don't include any personally sensitive, financial or banking information that hasn't been appropriately secured. If you have access to our online services, you may be able to sign in and complete your action securely.

What format can I send a form to you?

The best way to send forms is in a Portable Document Format (PDF). We can also accept files as a Joint Photographic Experts Group (JPEG) and Tag Image File Format (TIFF).

What happens if I need to send in more than one form?

To make sure your instruction is dealt with as quickly as possible and directed to the relevant team, we recommend sending one form in each email. If you send an email with multiple attachments, we'll automatically direct them to the correct team(s) where possible. If we can't automatically direct any forms, we'll do this manually.