



Transfer in

Execution only (not using an adviser)

Stage 1 Initiate transfer process Day 1 – 10 (max).

Stage 2 Return forms to Aegon/Request transfer Day 10 – 20 (max unless we need to refer back to policyholder).

Stage 3 Apply transfer to policy when money clears* Transfer will be applied in 5 working days.

Policyholder

- Have you considered seeking financial advice? If you don't have a financial adviser, you can find details of firms in your area by visiting www.unbiased.co.uk
- Contact your previous pension provider to get discharge paperwork. Please also ask your provider what type of policy you have, the transfer value and if you'll lose any safeguarded benefits by transferring out of your pension plan.
- Call us on 03456 10 00 10 and we'll gather the relevant transfer information from you.
- Read over the transfer illustration and Key Features booklet before deciding if you would like to proceed.
- Send completed forms to Aegon:
 - ✓ Transfer form
 - ✓ Customer's previous pension provider discharge paperwork.

Aegon

- Contact centre pass details of telephone call to Execution only team.
- Execution only team assess the information given.

Not accepted

Accepted

End of process – confirmation will be sent

A transfer pack will be sent to the policyholder by email or by post in cases where we don't hold an email address.

Aegon check forms.

Requirements not met

Requirements met

Refer this back to the policyholder.

We'll request the transfer within 10 working days. Transfers generally take 2-4 weeks once requested, depending on previous pension providers timescales.

- Transfer applied within 5 working days after the money has cleared*.
- Policy documents sent to policyholder.
- An email will be sent to confirm application.

* The money will be invested using the fund price on the day Aegon receive the money into our bank account.

Customer's previous pension provider

- Provide policyholder with provider discharge paperwork.
- Check requirements are met before transfer is processed.
- Process transfer and update Origo Options to 'Funds Sent' or send confirmation to Aegon by post/email if Origo Options has not been used.

IMPORTANT – This is a process guide only. It does not provide any financial advice. Transferring or investing your pension may not be the best option for you, you should compare the benefits from your current pension with the estimated benefits of your new pension, including any guarantees and penalties. If you're unsure whether this is right for you or need advice, please speak to a financial adviser.

A transfer for consolidation purposes is from one capital at risk pension product to another – the value of your investments after any consolidation can still fall as well as rise and the final value of your consolidated pension pots may be less than paid in.

Any new funds you move your money into will have their own set of risks that will be detailed in the fund information that will be available to you.

