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 CD version of this document, please contact us at aegon.co.uk/support

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. Please note that there's no guarantee that any email sent will be received or that it will remain private during internet transmission. So, you should avoid sending us any personal or confidential information this way. If you decide to send information in this way, you are doing so at your own risk.

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.

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