



For employers only

## Aegon contact information

### Here to help

Retiready and Aegon Retirement Choices (ARC) are self-service products but if you or your employees need any assistance, we have dedicated support teams in place to help. If you or your employees have a question, please make our [employer support](#) and [member support pages](#) your first stop.

If you or your employees can't find what you need online, you can contact us by telephone, email or web chat.

Please have your scheme number (employer), investor ID or policy number (for employees) handy so we can help you as efficiently as possible.

Name	Contact details	Responsibilities
For employers	<p>Phone: +44 (0) 3456 081 680</p> <p>Email:</p> <ul style="list-style-type: none"><li>• <a href="mailto:employersupport@aegon.co.uk">employersupport@aegon.co.uk</a> – for general questions and support</li><li>• <a href="mailto:clientsupport@arc.aegon.co.uk">clientsupport@arc.aegon.co.uk</a> – this email address will accept Aegon forms only and are generally submitted by employees</li><li>• <a href="mailto:shpayrolls@aegon.co.uk">shpayrolls@aegon.co.uk</a> – for payroll/upload support</li></ul> <p>Web chat.</p>	<ul style="list-style-type: none"><li>– Contribution schedule uploads and approvals</li><li>– General ARC questions and support queries</li><li>– Questions about Smart Enrol – if applicable</li></ul>
For employees	<p>Many of our processes are available online, but for those that aren't, employees can visit <a href="https://www.aegon.co.uk/customer/support/retn-ready-in-the-workplace">https://www.aegon.co.uk/customer/support/retn-ready-in-the-workplace</a> for support.</p> <p>Phone: +44 (0) 3456 081 680</p> <p>Web chat via Retiready.</p>	<ul style="list-style-type: none"><li>– Retiready activation codes</li><li>– Fund switches</li><li>– Top ups and transfers in</li><li>– Changing personal details</li><li>– All ARC transactions</li><li>– General support and help</li></ul>

As all information is available to you online, we should always be able to provide you with an answer to your question and guide you to the appropriate sections of ARC or Retiready where you can find the required information. If you need further guidance or support on how to use ARC and Retiready, please get in touch.

Please don't email any personal, financial or banking information as it's not a secure method of communication. If you have a dedicated secure email service with Aegon, for example Mailock, please use this service.



# Further guidance

## Useful information – Aegon’s employer website

Visit [aegon.co.uk/employers](https://aegon.co.uk/employers) for helpful information about managing your pension scheme. It includes articles on auto-enrolment, legislation updates, investment fund details and helpful tips and guides on how to engage with your employees about the pension scheme and the benefits of saving for retirement.

## Help with the platform

Have a look at our [dedicated online support content](#) to get to know more about our online service to help administer your company pension, including comprehensive reporting.

## Data validation tool

To make the process of uploading your employee data easier it's important you check its correct first. To cut down on the time it takes to check the data manually, we've created, an easy to use, [data validation tool](#) that helps you cleanse your data.

## Employer toolkit

We offer a suite of resources in our [employer toolkit](#) to support you and help promote your scheme and provide support for members.

## Support with communications

A simple and effective marketing campaign can help you promote your workplace savings scheme to your employees. We've produced a number of templates to help you [engage with your employees](#).

## Help with scheme reporting and Management Information (MI)

It's important you have regular, reliable, and instant MI on your scheme. [Report Zone](#) is a reporting service that enables you to access MI about your ARC scheme. This modern online tool gives you access to several user-friendly employer reports at the touch of a button.

These reports will include scheme and member level data such as financial, membership, contributions, and investments. If you don't already have access to Report Zone, you should [contact us](#) to request log-in details.

## Registering for ARC or Retiready

**Employers** - please [contact us](#) and they'll provide you with your unique User ID and password and guidance on how to use the system.

**Employees** – when you add an employee to your scheme, they're immediately sent their Retiready Activation code by email. Once they've activated, they'll have immediate access to their product(s).

If they've lost the original code, they can request a new one. Our Customer Services team can provide this for you.



## Options at retirement

Please go to Aegon's [Retirement Planner](#) site for full details of the options available to employees as they approach retirement. We would also recommend employees speak to a financial adviser. If they don't have a financial adviser, they can visit [MoneyHelper](#) to find the right one for them.

Pension Wise, a service from MoneyHelper, also provides a free and impartial government service offering guidance about their retirement options. This service is available online at MoneyHelper by phone on 0800 138 3944 or in a face-to-face appointment.

Your employees will receive their first retirement journey warm up communication at age 45, giving them plenty of time to start thinking about their options.

As part of this, we'll send emails (letters twice a year if we don't have email addresses) to employees approaching retirement and in default funds, asking them to check if their fund(s) is targeting the retirement outcome they want. We'll also introduce [Aegon Assist](#) as a valuable guidance service and signpost employees through to our [Retirement Planner](#) tool.