



For financial advisers only

## Sending forms to us by email – questions and answers

It's easy to do business with us online, as we accept most of our forms with an e-signature, through an online provider or, without needing a signature at all.

This document works alongside our guides [Sending forms to us by email – Aegon Platform](#) or [Sending forms to us by email – ARC/One Retirement](#) that include a list of the documents that are editable and available on our websites.

The questions and answers below may help provide quick answers to some of the more common queries you may have.

Question	Answer														
Can I send you a form that has been signed electronically?	<p>Yes. We accept selected forms that usually need a wet signature through the providers below. The completed form must be emailed to us by you, a firm administrator or a paraplanner at your firm, not your client.</p> <table border="1"><thead><tr><th>E-signature provider</th><th>The document we need</th></tr></thead><tbody><tr><td>Adobe Sign<sup>1</sup></td><td>Adobe Final Audit Report</td></tr><tr><td>AlphaTrust (iPipeline)</td><td>Document Audit Report</td></tr><tr><td>DocuSign<sup>2</sup></td><td>Certificate of Completion</td></tr><tr><td>Signable</td><td>Certificate of Signature</td></tr><tr><td>Xplan</td><td>Digital Signature Certificate</td></tr><tr><td>Hello Sign<sup>2</sup></td><td>Audit trail</td></tr></tbody></table> <p><sup>1</sup>We don't accept forms sent by Adobe Fill and Sign. <sup>2</sup>We can't accept In-Person signing.</p> <p>You can find the forms we can accept through each method in our guides <a href="#">Sending forms to us by email – Aegon Platform</a> and <a href="#">Sending forms to us by email – ARC/One Retirement</a></p> <p>Please note where the form is available to download as part of the online process we can accept it using an e-signature.</p>	E-signature provider	The document we need	Adobe Sign <sup>1</sup>	Adobe Final Audit Report	AlphaTrust (iPipeline)	Document Audit Report	DocuSign <sup>2</sup>	Certificate of Completion	Signable	Certificate of Signature	Xplan	Digital Signature Certificate	Hello Sign <sup>2</sup>	Audit trail
E-signature provider	The document we need														
Adobe Sign <sup>1</sup>	Adobe Final Audit Report														
AlphaTrust (iPipeline)	Document Audit Report														
DocuSign <sup>2</sup>	Certificate of Completion														
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Question	Answer
I can't seem to open or edit the forms on a mobile or tablet, why is this?	If you want to complete the forms on a mobile or tablet device you'll need to open the forms in a PDF reader application – there are a variety of free ones available to download from your app store.
When do I need to send you the declaration by email?	<p>We've updated most of the forms so they now include either a customer or adviser declaration in the PDF. This means, where there's an <b>adviser declaration</b> you can complete the form and email it to us as it is.</p> <p>But where there's a <b>customer declaration</b>, the client will need to complete the form. You can email the form to us but we must be able to clearly see your client's original email and the form must have their name in the signature box.</p> <p>However, we do still need you to email us the declaration for the following forms when they're downloaded as part of the online process:</p> <ul style="list-style-type: none"> <li>• Transfer authority forms</li> <li>• Re-registration authority forms</li> <li>• Direct debit instruction forms</li> <li>• Death benefit nomination/expression of wish forms</li> </ul>
Can anyone within my intermediary firm send the declaration in by email for a form that a client would normally sign?	We can accept an email from a paraplanner or firm administrator, but they must have the requisite authority to do so on behalf of the intermediary, and the intermediary's name needs to be in the signature box of the form.
What do I need to provide if my client has wet signed a form but I'm emailing it to you?	If the form has been completed by your client with a wet signature, you won't need to provide a declaration. But we do need the sender to confirm in the email that the signature on the document you attach is 'a true likeness of the original'.
Will you accept SIPP and ISA transfer forms and re-registration forms without my client's signature or with an e-signature using DocuSign, Xplan Adobe Sign, Signable, AlphaTrust (iPipeline) or Hello Sign?	<p>Yes we'll accept these forms, but the ceding scheme may ask for their wet signature. If they do, we'll contact you to let you know.</p> <p>Please be aware that these forms are generated as part of the online process and so your email needs to include the declaration.</p>
What is the best way for me to contact your Customer Services?	You can get in touch using the details at <a href="https://aegon.co.uk/support">aegon.co.uk/support</a>

Question	Answer
<p>I want to email a signed form rather than send in the post, but I don't have a scanner. Will you accept photos of the signed forms?</p>	<p>There are several apps available on iOS and android that act as a scanner. For example, Fast scanner, Evernote Scannable, CamScanner.</p> <p>We'll accept copies of forms scanned on an app. However, using an app isn't a secure method of communication and there's no guarantee 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.</p> <p>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 Unipass Maillock, please use this service.</p>
<p>What documents do you accept as bank verification if my client wants to withdraw money?</p>	<p>We'll try to validate all bank accounts electronically, but if we're unsuccessful we'll require you/or your client to send us in some verification.</p> <p>Occasionally, we can verify the bank account over the phone, however if this is unsuccessful then we'll need sight of a certified bank statement, or a voided cheque.</p>
<p>My client's address has changed, what do I need to send you to update their account?</p>	<p>We'll try to validate all addresses electronically. But if we're unsuccessful, we can validate the address by:</p> <ul style="list-style-type: none"> <li>• To check their address - a document showing their correct address, such as utility bill or council tax bill.</li> </ul> <p>Details shown on the documentary evidence must match the information we hold.</p>
<p>My client has passed away, how do I notify you?</p>	<p>We understand this may be a difficult time, but please let us know your client has passed away as soon as you can so we can make sure we can give you the information you need.</p> <p>Please provide us with the documents and information you're able to and we'll consider the best way forward.</p> <p>You can get in touch using the details at <a href="http://aegon.co.uk/support">aegon.co.uk/support</a></p>

Question	Answer
<p>Will you accept email or scanned copies of death claims and supporting documents?</p>	<p>Yes – but our requirements vary depending on the platform your client uses.</p> <p>To get started, we need a scanned copy of the settlement deeds and, where applicable, identity verification documents, bank account verification and grant of probate certified by you, a regulated solicitor or chartered accountant.</p> <p>Please provide us with the documents and information you're able to by email and we'll consider the best way forward and can confirm other documents you may need to send us.</p>
<p><b>Defined benefit/safeguarded benefit transfers</b> - my client can't electronically sign the transfer form or print and sign it. Is there another way they can complete it?</p>	<p>Yes. You can find information in our guides <a href="#">Sending forms to us by email – Aegon Platform</a> or <a href="#">Sending forms to us by email – ARC/One Retirement</a></p>
<p>I don't have regular contact with my client, so will you accept an email instruction directly from them instead?</p>	<p>Yes, your clients can also send us the same forms without a wet signature but they must sign the form by typing their name in the client signature box on the form. This must be sent from the clients verified email address to us.</p>
<p>Will I get an acknowledgement after sending a form to you by email?</p>	<p>No, unfortunately we can't support sending you an email acknowledgement at this time. To see the progress of the transaction, you can use the <b>In progress/completed transfers</b> report in Report Zone and/or the transaction history tools.</p> <p>We also have <b>latest status updates</b> available on your dashboard, which tells you the progress of a transaction.</p>
<p>You ask for a name on the declaration, do you want my client's name or the name of the person sending us the instruction on behalf of the client?</p>	<p>Please include the name of the person sending the instruction to us.</p>
<p>Are all forms now an editable PDF?</p>	<p>Please use our guides <a href="#">Sending forms to us by email – Aegon Platform</a> or <a href="#">Sending forms to us by email – ARC/One Retirement</a> for a list of the documents that are editable and available on our websites.</p>

Question	Answer
<p>Although you prefer original posted copies, will you accept email or scanned copies of other legal documents if my client is unable to provide original documents?</p>	<p><b>Trust set up (Trust Deed)</b> We can accept certified scanned copies or certified photographs of all the required deeds. We still need to see the Trust Deed that established the trust, and any deeds which changed the trust rules or changed the trustees.</p> <p><b>Corporate set up (supporting documents)</b> We can accept certified scanned copies or certified photographs of all the deeds we usually need for corporate set up.</p> <p><b>Power of Attorney and Court of Protection</b> We can accept certified scanned copies or certified photographs of the relevant documents for the following:</p> <ul style="list-style-type: none"> <li>• General Power of Attorney</li> <li>• Lasting/Enduring/Continuing Power of Attorney - provided they visibly contain the relevant Office of the Guardian stamps/marks.</li> <li>• Court of Protection (or Scottish/Northern Irish equivalent) court documents to appoint a Deputy (Guardian in Scotland and Controller in Northern Ireland) – provided they visibly contain the relevant court stamps/marks.</li> </ul> <p><b>Divorce (supporting documents, Divorce Decree)</b> We can accept certified scanned copies or certified photographs of the court documents, provided they visibly contain the relevant court markings (as we would normally check for with a certified copy of the original).</p> <p>The person sending the email must confirm that the document attached is a true copy of the original.</p>
<p>How can I make sure the emails I send you are secure?</p>	<p>You should follow your own internal security processes when sending emails to us. If you have a dedicated secure email service with Aegon, for example Unipass Maillock, please use this service.</p> <p>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.</p>