

## Creating an Aegon Asset Management Online Account

### How do I register for an online account?

If you already invest with Aegon Asset Management but do not have an online account, you can register for one by navigating to the Aegon Asset Management website, [www.aegonam.com](http://www.aegonam.com), and confirming that you are an Individual Investor.

Next, click on the link to the **UK Individual & Retail Portal** and select the **Create Online Account** option, from the window named **Existing Aegon Asset Management Investor - without Aegon Asset Management online account**.

Follow the instructions, inputting your personal details where asked.

### What information will I be asked to provide?

Please note that, in order to protect our investors' account details against attempted fraud, when initially registering for access to our digital portal, investors are asked to provide confirmation of the following personal details;

- Full name
- Account number (beginning a "6" and being eight digits in total)
- National Insurance Number
- Date of birth
- Email address
- Mobile phone number

We then try and match these against the records we already hold, however, where there is a mismatch or where any of the information is missing from our records and, therefore, we are unable to complete these important security checks, we must ask that the investor provides us with evidence of their identity. This enables us to verify that the person contacting us is, in fact, the investor concerned and allows us to complete the registration process, following which user access can be granted.

If there are any issues verifying your details, you can follow the 'please contact us' link and create a temporary account, where you can contact us via secure message, allowing us to provide confirmation of the exact circumstances of the issue concerned, along with guidance as to what steps are required in order to verify your details.

Please note that a different email address should be used when creating a temporary account.

### Why should I register to use Aegon Assets Management's online account?

Your online account enables you to:

- View your holdings
- Carry out transactions on your existing accounts
- Raise enquiries on your account via secure message
- Upload documents necessary for the administration of your account
- Change personal details
- Avoid the need for paper statements, etc to be sent to you by post

## What is my username?

Your email address will be your username. If you change your email address, your username will also be changed.

## What are the password requirements for creating an online account?

You will need to create a password for your online account. This password must meet the minimum requirements:

Requirement type	Requirement
Length	8-16 characters
Character type	Alphanumeric- both letters and numbers
Case	Lower and upper cases
Uniqueness	Must not be the same as the previous six.
Validity period	Must be changed every 90 days

Keep your password secret. You will be asked to change your password every 90 days. If your password expires (is over 90 days old), you will be asked to change it the next time you login.

## Issues whilst registering?

If you experience difficulty whilst registering you can:

- Go to [www.aegonam.com/zilo-help-retail](http://www.aegonam.com/zilo-help-retail) for helpful tips.
- Go to [www.aegonam.com/temporary-user](http://www.aegonam.com/temporary-user) and create a temporary account, where you will then be able to securely message one of our advisors for guidance.

If you are having trouble logging in but urgently need to trade or contact us, you can call us on 0800 528 9989.