

# Managing your pension online

Membersite login guide



# How do I get started?

It's easy, just follow the simple steps below...

## Register...

Follow our easy registration process to get started and use our online tools.

## Activate...

Once you have registered and joined your company scheme, you will be able to request a unique activation code to enjoy the full range of online services.

## Log in...

**[aviva.co.uk/membersite](https://aviva.co.uk/membersite)**

You'll find the information you need about your Aviva pension plan online. It's quick, secure and convenient and gives you instant access to your pension details.

## With our online service you can:

- check and update your personal details
- confirm which funds your money is invested in
- monitor what contributions have been made
- check the value of your pension

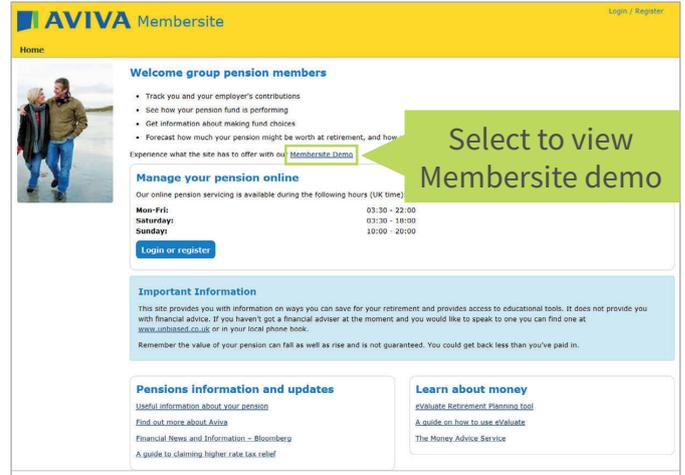
# Welcome

Welcome to Membersite, the online site for your company pension plan with Aviva. We hope you enjoy all the benefits Membersite has to offer. In addition we hope you, find this easy to use registration and activation guide helpful.

## Registration

To register for access to view and service your pension on the Aviva Membersite, visit: **aviva.co.uk/membersite** and start by selecting the 'Register' button.

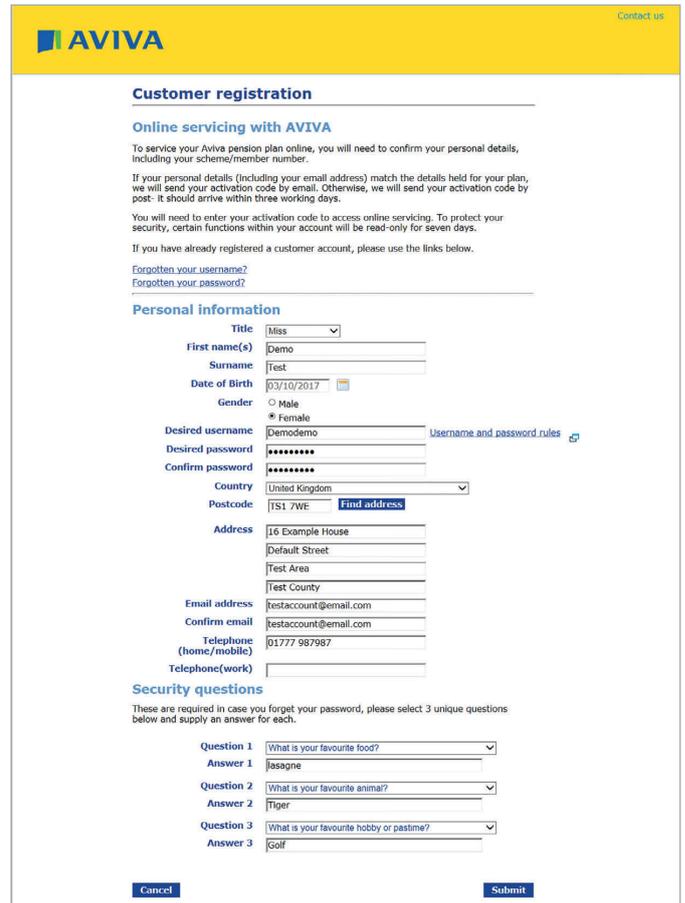
You can also have a look at Membersite before registering by taking a look at our Membersite demo. There is a link on the Membersite home page or you can visit: **www.avivamicrosite.co.uk/membersite-demo/**



## Personal Information

After selecting the 'Register' button you will be asked to provide some personal information e.g. Name, Date of Birth, Address and Security Details. This will allow us to automatically and securely identify your individual details. Once completed please select the 'Submit' button.

You will also be asked to create a Login ID and password. Your Login ID and password should be something that you will be able to remember, as you will need them to gain access to the site each time you visit.



Select Submit

## Personal Information

After selecting the 'Submit' button you will be asked to enter your Scheme and Member number. You will find this number on the policy documentation you were sent when you originally joined your scheme, and will be presented in the following format F12345/678.

Once you have entered your details please select the 'Continue' button to the right of the screen.

You will be asked to confirm the details you have entered and to add any missing information. Once all the information has been entered please select the 'Submit' button.

AVIVA Membersite Logged in as: demodemo [Log out]

My account STEP 1 of 3

**My Products**

**en/Tools - Non-members**  
We have developed interactive online tools to help you plan for the retirement you deserve. If you are not a member of your employer's scheme you can still access the [en/Tools facility](#).

**Activate Now - Members only**  
Our online servicing tool offers you an easy and secure way to manage your Aviva Products. This service is only available during the following hours:  
**Mon-Fri:** 03:30 - 22:00  
**Saturday:** 03:30 - 18:00  
**Sunday:** 10:00 - 20:00

**Request your Activation Code - Members only**  
To manage your account online you will need an activation code. To request your Activation Code please enter a Aviva scheme and member number, e.g. F12345/678  
**Scheme and Member Number:**  **Continue**

**I already have my Activation Code - Members only**  
If you have already been issued an Activation Code, you can skip this screen and [activate My Products immediately](#).

Select Continue

AVIVA Membersite Logged in as: demodemo [Log out]

My account STEP 2 of 3

**My Products**

**Activation Code Request**  
**Scheme Number:** FE12345/678  
We match the personal details you entered when registering, including your email address, with your details held for the above scheme/member number. Please make sure they are correct and up-to-date.  
Please Note: Required fields are marked with an asterisk (\*)

**My Details**  
Username: demodemo  
\* Forename:   
\* Surname:   
\* Title:   
\* Gender:   
\* Date of Birth:  (dd/mm/yyyy)

**Contact Details**  
\* Email:   
\* Phone number:  (Daytime)  
 (Evening)  
\* Postcode (U.K. residents only):     
or,  I live outside the U.K. or have a Forces postcode  
Address:

**back** **submit**

Select Submit

## Personal Information

The final screen then asks you to confirm your details.

If all of the details are correct and have been matched on our system you will be presented with a confirmation page advising that Aviva will send you your 'Personal Activation Code' (PAC). This is a security step which ensures that access is only granted to you. If your employer set up your policy with an email address and the one you have supplied matches that, then your PAC will be sent to you by email. If it doesn't match then your PAC will be sent in the post.

Once you receive your PAC you can login to activate your account and use the online tools immediately.

AVIVA Membersite Logged in as: demodemo | Log out

My account STEP 3 of 3

**My Products**

**Activation Code Request**

We match the personal details you enter when registering with the details held for your plan. If they match we will send your activation code instantly via email, if not we will send the code by post and it will arrive in 3-5 working days. If you're registering for Membersite regarding a pension through your employer, please use your work email address (you can change this once your account is activated).  
Click "Confirm" if these details are correct, otherwise click "Back" to make amendments.

**Confirm your Details**

Scheme/Member Numbers: F512345/678  
Residency: Within U.K.  
Surname: Test  
Date of Birth: 02/10/2017  
Email Address: testaccount@email.com  
Post Code: T51 7WE

back confirm

Select Confirm

## Activation

Once you have received your PAC, please return to [aviva.co.uk/membersite](http://aviva.co.uk/membersite) and select the 'Login' button on the top right of the screen.

AVIVA Membersite Login / Register

Home

**Welcome group pension members**

- Track you and your employer's contributions
- See how your pension fund is performing
- Get information about making fund choices
- Forecast how much your pension might be worth at retirement, and how you could affect this

Experience what the site has to offer with our [Membersite Demo](#)

**Manage your pension online**

Our online pension servicing is available during the following hours (UK time):

Mon-Fri:	03:30 - 22:00
Saturday:	03:30 - 18:00
Sunday:	10:00 - 20:00

Login or register

**Important Information**

The information on this page is for general information only. It does not provide you with information on Aviva you can save for your retirement and provides access to educational tools. It does not provide you with financial advice. Please seek professional advice at the moment and you would like to speak to one you can find one at [Financial Advice Service](#). The information on this page is not guaranteed. You could get back less than you've paid in.

**Pensions information and updates**

[Useful information about your pension](#)  
[Find out more about Aviva](#)  
[Financial News and Information - Bloomberg](#)  
[A guide to claiming higher rate tax relief](#)

**Learn about money**

[Evaluate Retirement Planning tool](#)  
[A guide on how to use eValueate](#)  
[The Money Advice Service](#)

Select Login

## Activation

You will be presented with the 'Customer Login' page where you will need to enter the username and password previously created during the registration process.

Enter your details and select the 'Login' button.

Don't worry if you can't remember your username or password; we have a useful reminder facility where we can email you the details.

Once you have successfully logged into your account you will first be presented with a prompt to activate your account. Select the 'Activate Account' button and make sure you have your PAC to hand.

**AVIVA** [Contact us](#)

### Login

On 1 October 2017, Friends Life rebranded to Aviva.  
Although this is now an Aviva website, it will continue to offer the same service as before.  
Please update your bookmarks to reflect the new URL.

Username:  [Forgotten your username?](#)

Password:  [Forgotten your password?](#)  
[Change your password](#)

[Login](#)

If you have not yet registered for access to this site, please [Register here](#).

Select Login

**AVIVA** Membersite [Logged in as: demodemo | Log out](#)

My account

Welcome to our site for group pension members

[Activate Account](#)

**Account availability**

Mon-Fri:	09:30 - 22:00
Saturday:	09:30 - 18:00
Sunday:	10:00 - 20:00 (UK time)

Membersite demo  
Experience what our site has to offer with our [Membersite demo](#).

**eValueate**  
Your pension forecast

Select  
Activate Account

## Activation

On the 'Account Activation' screen enter your PAC in the 'Your Activation Code' section and select the 'Submit' button at the bottom of the screen.

AVIVA Membersite Logged in as: demodemo | Log out

My account

**My Products**

Activate Account

Did you know you can view and manage your policies online? All you need is an Activation Code to activate your account. [More information](#)

**Please note:** If you have already activated a customer account with us, you cannot setup a new one. Please [logout](#) and return to the login page to access your account or recover a forgotten username or password.

I want to request my Activation Code

I already have my Activation Code

Your Activation Code:  This is **not** a policy or scheme number.

Your activation code must be 10 digits long. If the activation code you have been supplied is shorter than this please add leading zeros (for example: 5555555 should be entered as 0005555555).

Your Surname:  (dd/mm/yyyy)

a Forces postcode

Select Submit

You will then be presented with a confirmation page. You have now successfully activated your Membersite account.

Select either of the below highlighted areas to proceed to your pension details and online tools.

AVIVA Membersite Logged in as: testuser | Log out

My account

**Welcome, Demo User**

Your details

Scheme type	Value	Total personal payment	Total employer payment
TEST COMPANY LTD NEW GENERATION GROUP PENSION SCHEME (F35762/S)	£79,831.93	£54,115.34	£17,404.44

Account availability

Day	Time
Mon-Fri	03:30-22:00
Saturday	03:30-18:00
Sunday	10:00-20:00 (UK times)

**eEvaluate**  
Your pension forecast

Select to proceed to your pension details and online tools

# Membersite provides you with an individual user account where you can manage your pension online:

## View real time information including;

- current and historic values
- details of the funds in which you are invested in
- see a full history of what has been paid

For more information on the above tools please read our Membersite guide: [library.aviva.com/fe2398.pdf](https://library.aviva.com/fe2398.pdf)

Notify Aviva of any change in personal circumstances, such as change of address.

Switch existing fund holdings and/or redirect future contributions to new funds.

## [aviva.co.uk/membersite](https://aviva.co.uk/membersite)

Please make a note of the times that Membersite is available. You will only be able to access your pension and make any changes online during these times.

**Monday – Friday 03:30 – 22:00**

**Saturday 03:30 – 18:00**

**Sunday 10:00 – 20:00**

The value of a pension is not guaranteed and can go up and down. You could get back less than you've paid in.

We recommend that you speak to a financial adviser before making any changes to your plan.

If you don't have an adviser you can find one near to you on [unbiased.co.uk](https://unbiased.co.uk)

You may be charged for any advice received.