

# 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

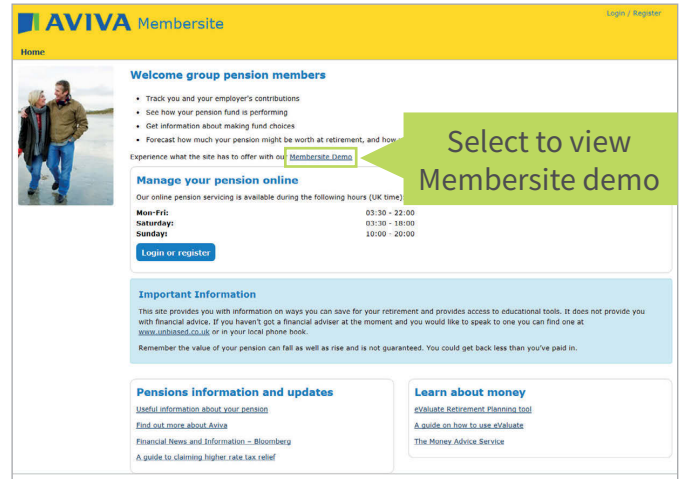
# Welcome

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/**



The screenshot shows the Aviva Membersite home page. At the top, there's a yellow header with the Aviva logo and 'Membersite' text. Below the header, there's a 'Home' link. The main content area is titled 'Welcome group pension members' and lists several bullet points: 'Track you and your employer's contributions', 'See how your pension fund is performing', 'Get information about making fund choices', and 'Forecast how much your pension might be worth at retirement, and how'. A green arrow points to the 'Membersite demo' link in the 'Experience what the site has to offer with our' section. Below this, there's a 'Manage your pension online' section with a table showing online pension servicing availability during the following hours (UK time):

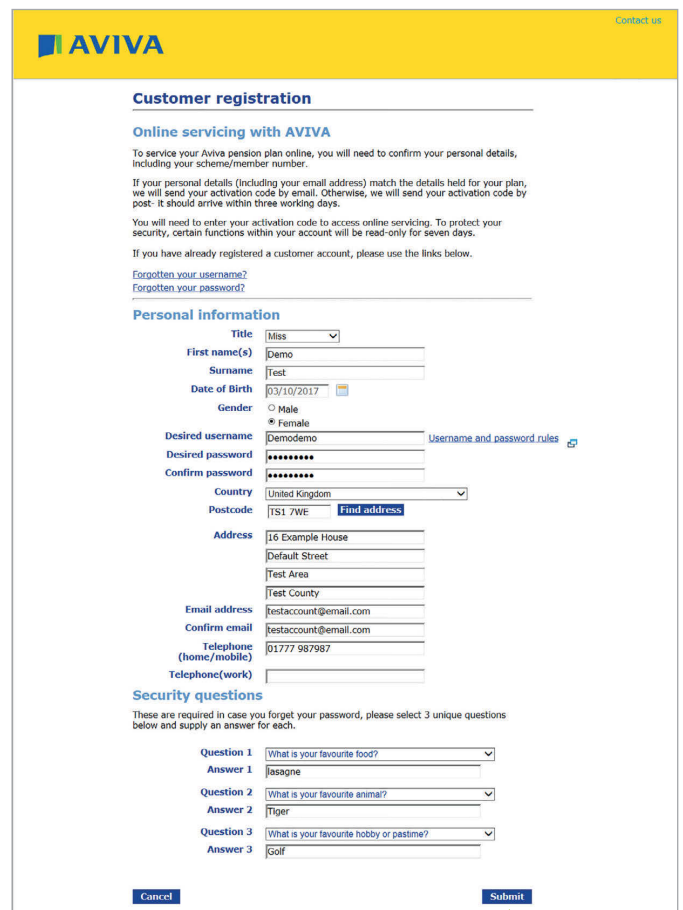
Mon-Fri:	09:30 - 22:00
Saturday:	09:30 - 18:00
Sunday:	10:00 - 20:00

A 'Login or register' button is located below the table. Further down, there's an 'Important Information' section with a disclaimer about the site providing information on ways you can save for your retirement and provides access to educational tools. It also mentions that it does not provide you with financial advice. Below this, there are two sections: 'Pensions information and updates' and 'Learn about money'. The 'Pensions information and updates' section includes links for 'Useful information about your pension', 'Find out more about Aviva', 'Financial News and Information - Bloomberg', and 'A guide to claiming higher rate tax relief'. The 'Learn about money' section includes links for 'Evaluate Retirement Planning tool', 'A guide on how to use evaluate', and 'The Money Advice Service'.

## 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.



The screenshot shows the Aviva Customer registration form. At the top, there's a yellow header with the Aviva logo and 'Contact us' link. Below the header, there's a 'Customer registration' section. The first part is 'Online servicing with AVIVA', which includes a disclaimer about the need to confirm personal details and a note about the activation code being sent by email. Below this, there's a 'Personal information' section with various input fields: 'Title' (dropdown), 'First name(s)' (text), 'Surname' (text), 'Date of Birth' (calendar), 'Gender' (radio buttons for Male and Female), 'Desired username' (text), 'Desired password' (password field), 'Confirm password' (password field), 'Country' (dropdown), 'Postcode' (text), 'Address' (text), 'Email address' (text), 'Confirm email' (text), 'Telephone (home/mobile)' (text), and 'Telephone(work)' (text). There's a 'Find address' button next to the 'Postcode' field. Below the 'Personal information' section, there's a 'Security questions' section with three questions and their corresponding answers: 'What is your favourite food?' (Pasta), 'What is your favourite animal?' (Tiger), and 'What is your favourite hobby or pastime?' (Golf). At the bottom, there are 'Cancel' and 'Submit' buttons. A green arrow points to the 'Submit' button.

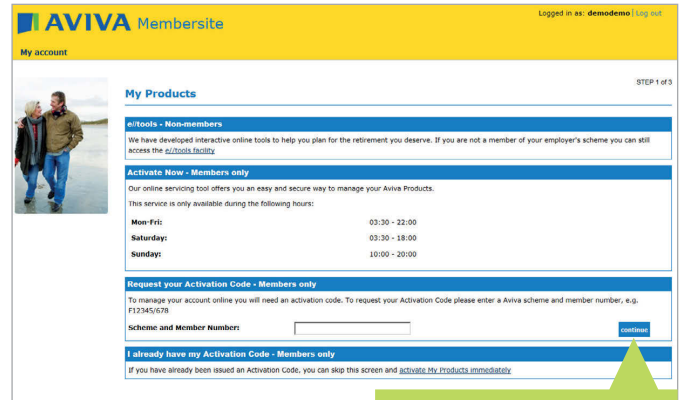
Select Submit

## 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**

**etools - 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 [etools 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: 09:30 - 22:00  
Saturday: 09:30 - 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):  **Find address**  
or ☐ I live outside the U.K. or have a Forces postcode  
Address:   
Default Street:   
Text Area:   
Text County:   
**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 are 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 Number: F512345/678  
Residency: Within U.K.  
Surname: Test  
Date of Birth: 02/10/2017  
Email Address: testaccount@email.com  
Post Code: TS1 7WE

Back confirm

Select Confirm

## Activation

Once you have received your PAC, please return to **aviva.co.uk/membersite** and select the 'Login' button on the top right of the screen.

AVIVA Membersite

Home

Log in / Register

**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 site is for general information only. It does not provide you with financial advice. You should seek professional advice at the moment and you would like to speak to one you can find one at [Financial Advice Service](#).

**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



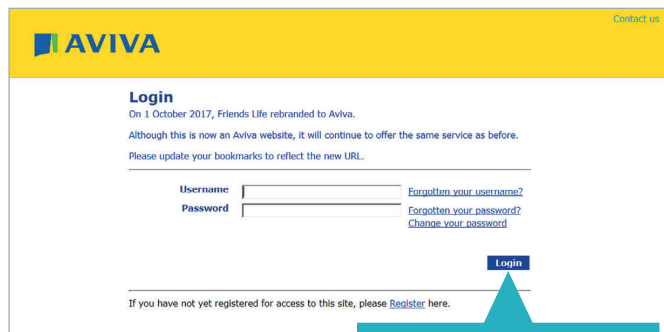
## Activation

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.

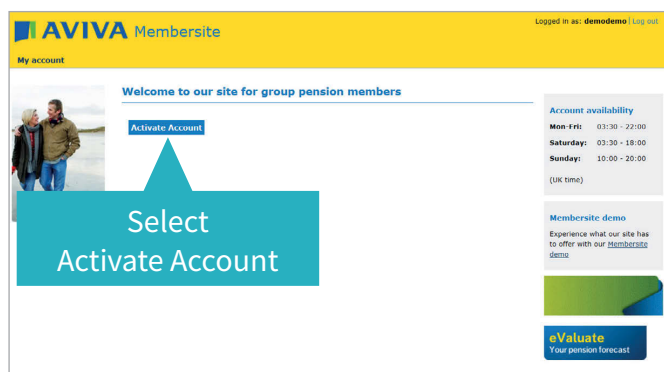
Don't worry if you can't remember your username or password; we have a useful reminder facility where we can email you the details.

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.



The screenshot shows the Aviva website's login page. At the top is the Aviva logo and a 'Contact us' link. Below the header, there's a 'Login' section with a message about the rebranding from Friends Life. It includes fields for 'Username' and 'Password', with links for 'Forgotten your username?', 'Forgotten your password?', and 'Change your password'. A 'Login' button is located below the password field. At the bottom, there's a link to 'Register here' for new users.

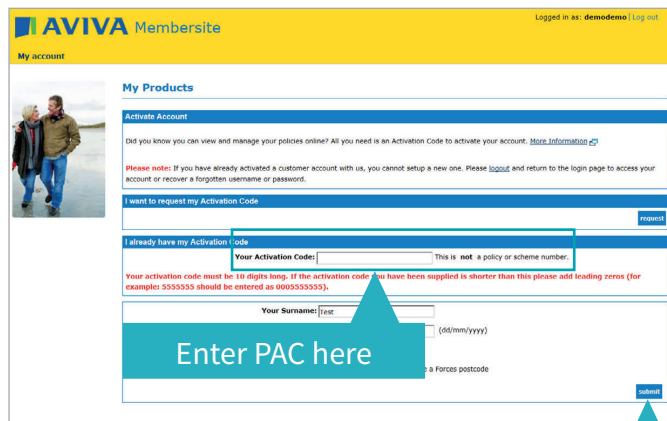
Select Login



The screenshot shows the 'My account' page on the Aviva Membersite. The header includes the Aviva logo, 'Membersite', and a 'Logged in as: demodemo' status with a 'Log out' link. The main content area has a 'Welcome to our site for group pension members' message. A blue button labeled 'Activate Account' is highlighted with a callout box that says 'Select Activate Account'. To the right, there's a section for 'Account availability' with a table of service hours: Mon-Fri (09:30 - 22:00), Saturday (09:30 - 18:00), and Sunday (10:00 - 20:00) in UK time. Below this is a 'Membersite demo' section and an 'eValueate' button for pension forecasts.

## Activation

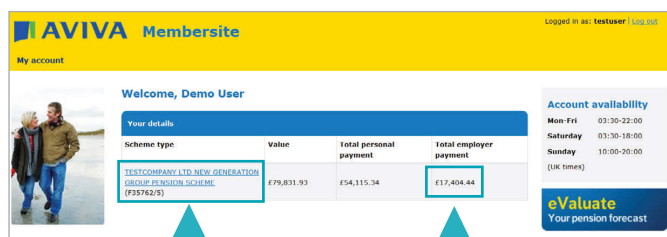
On the 'Account Activation' screen enter your PAC in the 'Your Activation Code' section and select the 'Submit' button at the bottom of the screen.



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.



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.