

Welcome to your new, improved Online Service

Thanks to your brilliant new Online Service, you can do lots more with your Pension.

Paying in

We've made it super-simple to pay money in. Lots of the features are new, too.

- Transfer in other Pensions
- Top up by debit card
- Set up a monthly Direct Debit
- Stop and change your Direct Debit
- Open another investment or pension product

Keep control easily

There are more ways than ever to stay in control of your account:

- Contact us using web chat
- Send us a secure message about your account
- Switch money between funds
- Change contact details (e.g. your email or postal address, or phone number)
- Upload documents you need to send us
- View copies of new documents we've sent to you
- Get help and support from FAQs, articles and tools
- See all your investments and pensions accounts together

Go paperless?

If you'd rather not receive paper copies of what we send you, simply switch them off. Head to your profile in Online Service and select **Go paperless**. You won't miss a thing – we'll email you whenever there's a document waiting for you.

Take a tour

If you want a quick tour before you sign in – head to virginmoney.com/investmentwelcome. That's also the place to get top tips on making the most of Online Service.