

My Account

Handy Guide



Last updated
24/01/2023

My Account makes it easy to manage your Legal & General products online.

It's simple, secure and informative, helping you to plan more effectively for the future.

Use this handy guide to see what's available in My Account.

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My Account

Introduction



- Easy to find the information you need.
- Summary page giving you a snapshot of your products in one place.
- Account details service so you can keep your contact details up to date.
- Support available throughout the site to help you ask us a question or you can search the questions we're asked most often.
- Secure message service so you can contact us at anytime.

How to log in



1

Legal & General Log in

User ID - This might be your email address

[Forgot your login details?](#)

Continue

Don't have My Account yet?

Register in minutes and get access to your Legal & General products

[Register for My Account](#)

5

Enter your User ID or email address **(1)**. Please note if you enter an email address, this must match the one that we hold on our records.

You can choose to log in by:

A) Entering your password **(2)**

B) Click “Send me an email to log in” **(3)**

If you choose to log in with an email you’ll be asked to enter your date of birth **(4)**.

If your details match those on our records, you’ll be sent an email with a One Time Passcode. Enter this onto the verify page and you’ll be able to log straight into My Account without a password.

If you need help with login or registration you can also ask us a question **(5)**.

Legal & General Log in

User ID: above55user [Change](#)

Forgot your login details?

[Log in](#)

[Send me an email to log in](#)

4

Legal & General Your Details

User ID or Email address

Date of birth
For example, 15 06 1983

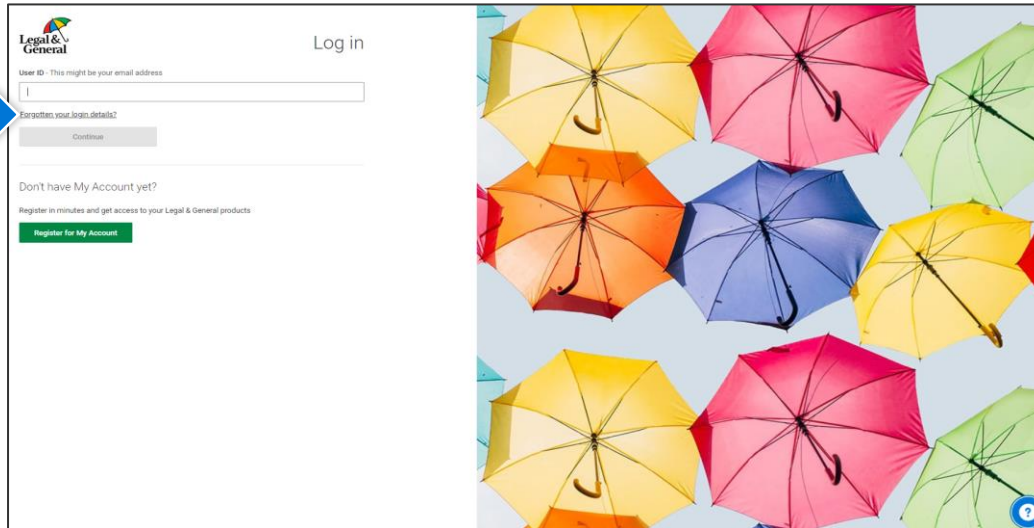
Day Month Year

DD MM YYYY

Email verification code

[Back to Login](#)

How to retrieve your forgotten login details



Legal & General

Log in

User ID - This might be your email address

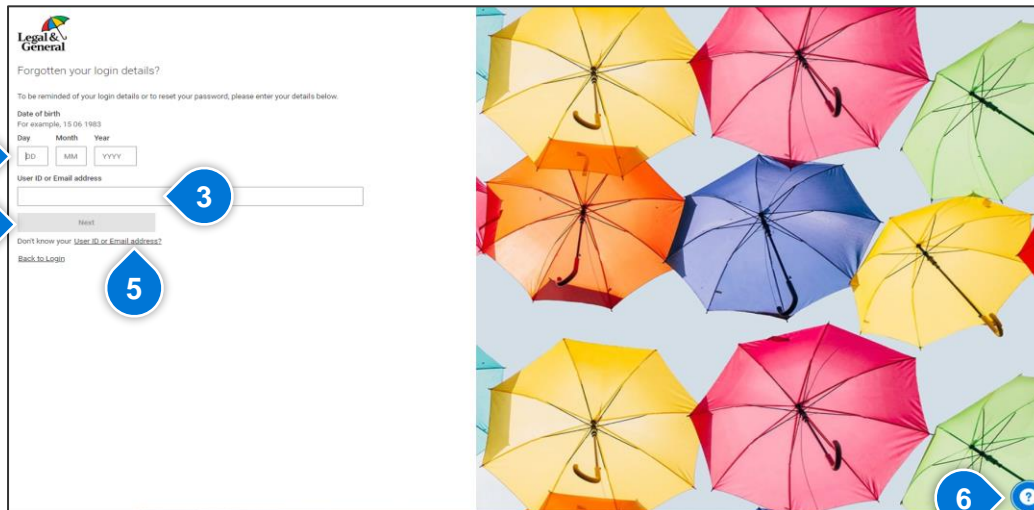
1 Forgotten your login details?

Continue

Don't have My Account yet?

Register in minutes and get access to your Legal & General products

Register for My Account



Legal & General

Forgotten your login details?

To be reminded of your login details or to reset your password, please enter your details below.

Date of birth
For example, 15 06 1983

Day Month Year

2

3 User ID or Email address

4 Next

5 Don't know your User ID or Email address?

Back to Login

6 ?

If you forget your login details you can get a reminder of your User ID or reset your password without the need to call us.

Simply click '**Forgotten your login details**' link (1).

Enter your Date of Birth (2).

Enter your User ID or Email address (3). Please note if you enter an email address, this must match the one that we hold on our records.

Click the 'Next' button (4).

If your details match those on our records, you'll be sent an email with a One Time Passcode. Enter this onto the verify page and you'll be able to reset your login details and log straight into My Account.

If you don't know your User ID or registered email address you can also retrieve your details online by providing some personal details by clicking 'don't know your User ID or Email address?' (5)

If you need help with login or registration you can also ask us a question (6).

Portfolio summary page



The screenshot shows the Legal & General portfolio summary page. At the top, there is a navigation bar with links for Home, Rewards, Support, Mailbox, and a user profile for 'Hi Peter'. A date indicator shows '10 Oct 2021, 14:44'. The main header area is blue and contains the text: 'Good afternoon Peter' and 'Your total savings are £926.02 and we've got your life covered'. Below this, there are three main product sections: 'Investments', 'Workplace Pension', and 'Life Insurance'. Each section has a balance and various details. A 'Products' tab is visible above the sections. A 'Are your details up to date?' pop-up window is open, showing contact information and an 'Edit details' button. Numbered callouts (1-8) point to specific elements: 1. Logout and Account details (user profile); 2. Links to support if you need help (Support link); 3. Link to secure messaging (Mailbox link); 4. Notifications / messages (date indicator); 5. Link to rewards page (Rewards link); 6. Link to product details page to find out more about your product (Investments section); 7. Links to quick actions such as change collection day or change direct debit. Please note these actions change depending on your product. (Change collection day and Change Direct Debit links); 8. Additional link Account details where you can update personal details, User ID or passwords and account preferences. (Edit details button).

1. Logout and Account details
2. Links to support if you need help
3. Link to secure messaging
4. Notifications / messages
5. Link to rewards page
6. Link to product details page to find out more about your product
7. Links to quick actions such as change collection day or change direct debit. Please note these actions change depending on your product.
8. Additional link Account details where you can update personal details, User ID or passwords and account preferences.

Account details



Legal & General

Home Rewards Support Mailbox Hi Peter

Home > Account details > Overview

Last login: 29 Oct 2021, 14:46

Your account details

- Overview
- Personal details
Name, date of birth and marital status.
- Contact
Address, email and phone numbers.
- Login and security
Reset your password and get a User ID reminder.
- Preferences
How we send you documents and marketing.

Logout

Hi Peter, check or change your settings here.

Update personal details, User ID or passwords and account preferences.

Tell us what you think about our new account details page. [Take our short survey](#)

Update

- Title/name
- Marital status
- Home phone
- Work phone
- Mobile phone
- Home email
- Work email
- Contact address
- Marketing preferences
- User ID
- Password

All in one place

Workplace Pension products



The screenshot shows the 'WorkSave Pension Plan' page. At the top left is the Legal & General logo. The page title is 'WorkSave Pension Plan' with a balance of £15,853.76. Below this is the pension account number 2288065031 and a link 'How's this calculated?'. The page is divided into sections: 'Contributions' (total £15,137.38, last regular contribution £314.15), 'Other' (Transfers in), 'Nominate beneficiaries', and 'Plan for your future' (retirement planner) and 'Help us improve' (survey). Numbered callouts 1-7 point to: 1. Plan title and balance; 2. Total contributions; 3. Retirement age; 4. Retirement planner; 5. Nominate beneficiaries; 6. Transfer in link; 7. Contributions section.

Workplace Pension product details pages:

1. View your Workplace Pensions at a glance
2. Check your contributions
3. View your documents
4. View your retirement planner
5. Nominate beneficiaries
6. Request to transfer in a Workplace Pension from another provider
7. View or change where your money is invested and much more, all online

Legal & General ISA – Summary tab



Legal & General My Account Mailbox Rewards Support Hi Pm-Isa ▾

ISA overview

Account S400040163

£99.91
Total value, as of 31 Jan 2022*

Returns after fees: £99.91 | Remaining allowance for this tax year: £19,900.00

[Start regular payments](#)

Summary Payments Investments Documents Fees and charges

Payments (2)

You don't have a regular payment set up

[Start regular payments](#)

24 Aug 21 Payroll lump sum £100.00

[Top up your ISA](#)

[Withdraw from your ISA](#)

Investments (3)

Legal & General Multi Asset Core 75 Fund I Acc £99.91

Cash £0.00

Documents (4)

6 Jan 2022 Investment Order Confirmation

2 Dec 2021 Investment Order Confirmation

3 Nov 2021 Investment Order Confirmation

ISA allowance (5)

£19,900.00
Remaining for this tax year

£100.00 Contributed | £20,000.00 Annual limit

[Top up](#)

Any questions?

[Send secure message](#)

Or speak to our support team:
0345 678 0020
Monday to Friday, 9am to 5pm.
Call charges will vary. We may record and monitor calls.

Legal & General ISA product details pages

At a glance view your:

- ISA overview (1)
- Payments (2)
- Investments (3)
- Documents (4)
- ISA allowance (5)

*The options you see may vary depending on the product you have with us.

Legal & General ISA – Payments tab



Legal & General My Account Mailbox Rewards Support Hi Pm-Isa

ISA overview

Account S400040163

£99.91
Total value, as of 31 Jan 2022*

Returns after fees: £99.91
Remaining allowance for this tax year: £19,900.00

[Start regular payments](#)

Summary **Payments** Investments Documents Fees and charges

Your payments

You don't have a regular payment set up.

[Start regular payments](#) **1**

Top up your ISA. Maximise your money's potential with the full £20,000.00 annual allowance for this tax year.

[Top up](#) **2**

Previous contributions

Payment date	Description	Amount £
24 Aug 2021	Payroll lump sum	£100.00

ISA allowance

£19,900.00
Remaining for this tax year

£100.00 Contributed | £20,000.00 Annual limit

[Top up](#)

3

Any questions?

[Send secure message](#)

Or speak to our support team:
0345 678 0020
Monday to Friday, 9am to 5pm.
Call charges will vary. We may record and monitor calls.

Legal & General ISA product details pages

- **Set up regular payments (1)**
- **Top-up your ISA(2)**
- **View payments/contributions history (3)**

*The options you see may vary depending on the product you have with us.

Legal & General ISA – Investments tab



ISA overview £99.91
Account S400040163 Total value, as of 31 Jan 2022*

Returns after fees £99.91 Remaining allowance for this tax year £19,900.00 [Start regular payments](#)

Summary Payments **Investments** Documents Fees and charges

Your investments

Fund name	Split of ISA	Unit price	Units held	Value	Actions
Legal & General Multi Asset Core 75 Fund 1 Acc	100%	0.5144	194	£99.91	Top up Withdraw
Cash	0%			£0.00	

ISA allowance

£19,900.00 Remaining for this tax year

£100.00 Contributed £20,000.00 Annual limit

[Top up](#)

Any questions?
[Send secure message](#)

Or speak to our support team:
0345 678 0020
Monday to Friday, 9am to 5pm.
Call charges will vary. We may record and monitor calls.

Legal & General ISA product details pages

View the funds you have invested in.

*The options you see may vary depending on the product you have with us.

Legal & General ISA – Documents tab



ISA overview
Account S400040163

£99.91
Total value, as of 31 Jan 2022*

Returns after fees: £99.91
Remaining allowance for this tax year: £19,900.00

[Start regular payments](#)

Summary | Payments | Investments | **Documents** | Fees and charges

Your documents

View your documents as a PDF below:

Name	Date
Investment Order Confirmation	6 Jan 2022
Investment Order Confirmation	2 Dec 2021
Investment Order Confirmation	3 Nov 2021
Investment Order Confirmation	30 Sep 2021
Investment Order Confirmation	8 Sep 2021
Investment Order Confirmation	24 Aug 2021

ISA allowance

£19,900.00
Remaining for this tax year

£100.00 Contributed | £20,000.00 Annual limit

[Top up](#)

Any questions?
[Send secure message](#)

Or speak to our support team:
0345 678 0020
Monday to Friday, 9am to 5pm.

Legal & General ISA product details pages

View your documents.

*The options you see may vary depending on the product you have with us.

Legal & General ISA – Fees and charges tab



The screenshot shows the 'Fees and charges' tab for a Legal & General ISA. The top navigation bar includes 'My Account', 'Mailbox', 'Rewards', 'Support', and 'Hi Pm-Isa'. The main header area displays 'ISA overview' with a total value of £99.91 as of 31 Jan 2022. Below this, it shows 'Returns after fees' at £99.91 and 'Remaining allowance for this tax year' at £19,900.00. A 'Start regular payments' button is visible. The 'Fees and charges' tab is selected, showing details for the 'Legal & General Multi Asset Core 75 Fund I Acc fees and charges'. It states a total annual charge of 0.49% charged monthly. A 'Fees calculator' button is provided. The 'ISA allowance' section shows a remaining allowance of £19,900.00 for the tax year, with a contributed amount of £100.00 and an annual limit of £20,000.00. A 'Top up' button is present. At the bottom, there is a 'Send secure message' button and contact information for the support team: 0345 678 0020, Monday to Friday, 9am to 5pm.

Legal & General ISA product details pages

View your fees and charges.

*The options you see may vary depending on the product you have with us.

Legal & General Personal Pension – Summary tab



1 Pension overview

Account S400040184

£359,926.00
Total value*

Returns after fees	Total invested	Tax relief added
-£73.97	£360,000.00	£0.00

2 Investments

Legal & General Multi-Index 5 Fund I Acc	
Unit price	0.8276
Units held	434,879
Value	£359,906.30
Cash	£19.73

3 Documents

Date	Document Type
30 Sep 2021	Investment Order Confirmation
6 Sep 2021	Investment Order Confirmation
24 Aug 2021	Investment Order Confirmation

4 Payments

Date	Description	Amount
24 Aug 2021	Pension transfer - Test Ceding Company	£360,000.00

5 Retirement options

You can now access the money in your pension pot, if you need to. View your options and check what's suitable for you.

Legal & General Personal Pension product details pages

At a glance view your:

- Pension overview (1)
- Investments (2)
- Documents (3)
- Payments (4)
- Your retirement options (5)

*The options you see may vary depending on the product you have with us.

Legal & General Personal Pension – Investments tab



Legal & General My Account Mailbox Rewards Support Hi Pm-Igpp-Tr

Account S400040184 Total value* ⓘ

Returns after fees -£73.97 Total invested ⓘ £360,000.00 Tax relief added £0.00

Summary **Investments** Payments Documents Pension details

Your investments

Fund name	Split of pension pot	Unit price	Units held	Value
Legal & General Multi-Index 5 Fund I Acc	100%	0.8276	434,879	£359,906.30
Cash	0%			£19.73

Please note that the number of units held has been rounded.

Make a contribution
Add more to your retirement pot
[Top up](#)

Any questions?
[Send secure message](#)
[View FAQs](#)

Or speak to our support team:
0345 678 0020
Monday to Friday, 9am to 5pm.
Call charges will vary. We may record and monitor calls.

Legal & General Personal Pension product details pages

View more information about the funds you have invested in.

*The options you see may vary depending on the product you have with us.

Legal & General Personal Pension – Payments tab



The screenshot shows the 'Legal & General' website interface for a Personal Pension account. At the top, there are navigation links: 'My Account', 'Mailbox', 'Rewards', 'Support', and 'Hi Pm-1gpp-Tr'. Below this is a breadcrumb trail: 'My Account > Personal Pension'. The main header area is dark blue and contains the text 'Pension overview' on the left and the total value '£359,926.03' on the right. Below the header, there are three columns of data: 'Returns after fees' (-£73.97), 'Total invested' (£360,000.00), and 'Tax relief added' (£0.00). A navigation bar below this contains tabs for 'Summary', 'Investments', 'Payments' (which is selected), 'Documents', and 'Pension details'. The 'Payments' section is divided into three main areas: 1. 'Your payments' with a 'Start regular payments' button and a 'Transfer in' button. 2. A 'Make a contribution' section with a 'Top up' button. 3. A 'Payments history' table with one entry: '24 Aug 2021', 'Pension transfer - Test Ceding Company', and '£360,000.00'. On the right side of the interface, there are additional options: 'Any questions?' with a 'Send secure message' button and a 'View FAQs' button, and contact information for the support team: '0345 678 0020'.

Legal & General Personal Pension product details pages

- **Set up regular payments (1)**
- **Transfer in another pension (2)**
- **Make additional contributions by topping-up your pension (3)**
- **View payments history (4)**

*The options you see may vary depending on the product you have with us.

Legal & General Personal Pension – Documents tab



The screenshot shows the 'Documents' tab of a pension account. At the top, the 'Pension overview' section displays a total value of £359,926.03. Below this, three metrics are shown: Returns after fees (-£73.97), Total invested (£360,000.00), and Tax relief added (£0.00). The 'Documents' tab is selected, showing a list of documents including 'Investment Order Confirmation' and 'Pension Declaration And Authority'. To the right, there are buttons for 'Make a contribution', 'Any questions?', and 'Send secure message'.

Legal & General

My Account Mailbox Rewards Support HI Pm-Igpp-Tr

My Account > Personal Pension

Pension overview

Account S400040184

£359,926.03

Total value* ⓘ

Returns after fees	Total invested ⓘ	Tax relief added
-£73.97	£360,000.00	£0.00

Summary Investments Payments Documents Pension details

Your documents

View your documents as a PDF below:

Name	Date
Investment Order Confirmation	30 Sep 2021
Investment Order Confirmation	6 Sep 2021
Investment Order Confirmation	24 Aug 2021
Transfer In	24 Aug 2021
Pension Declaration And Authority	24 Aug 2021

Make a contribution

Add more to your retirement pot

Top up

Any questions?

Send secure message

View FAQs

Or speak to our support team:
0345 678 0020

Legal & General Personal Pension product details pages

View your documents.

*The options you see may vary depending on the product you have with us.

Legal & General Personal Pension – Pension details tab



Pension overview £359,926.03
Account S400040184 Total value* ⓘ

Returns after fees -£73.97 | Total invested ⓘ £360,000.00 | Tax relief added £0.00

Summary | Investments | Payments | Documents | **Pension details**

Your pension details

1 Retirement age
75
This is your retirement age, when you can start drawing a pension if you want to. You can withdraw money from this personal pension when you're 55.

2 Fees and charges
We've set out the fees you'll pay for your Personal Pension. These fees cover all trading and transaction costs. [Learn more about fees and charges.](#) ⓘ

Annual service charge Charged monthly	0.25%
Fund management charge Charged monthly	0.31%

3 Beneficiaries

Name	Date of birth	Relationship	Address	Percentage split
Mr BeneficiaryFirstName BeneficiaryLastName	27/05/1973	Child	Beneficiary 2 Address Line 1 Beneficiary 2 Address Line 2 Beneficiary 2 Town ABC123D	50%

Make a contribution
Add more to your retirement pot
[Top up](#)

Any questions?
[Send secure message](#)
[View FAQs](#)

Or speak to our support team:
0345 678 0020
Monday to Friday, 9am to 5pm.
Call charges will vary. We may record and monitor calls.

Legal & General Personal Pension product details pages

View your pension details:

- Retirement age (1)
- Fees and charges (2)
- Beneficiaries (3)

*The options you see may vary depending on the product you have with us.

Life Insurance – overview tab



Life Insurance product details pages

You can view:

1. Your policy start and end date
2. Amount of cover
3. Monthly premium amount

and much more.

Life Insurance – payment tab



Home · Decreasing Life Insurance · Payments

Payments

Decreasing Life Insurance 0205113657

Your next payment of **£6.25** will be collected on or after **13 November 2021**

1

Payment overview

Your premium is **£6.25** per month

Payment reference appearing on your bank statement
0205113657

Your preferred collection day
13th of each month

When this falls on a weekend or bank holiday, we'll take your payment on the next working day

3 [Change collection day](#)

Payment details

Name on account SRTYERTYRTY	Account number *****99	Bank sort code 99 - 99 - **	Update bank details
--------------------------------	---------------------------	--------------------------------	-------------------------------------

[View, save or print the direct debit guarantee](#)

2

Life Insurance product details pages

1. View payment information
2. Send us a request to change your direct debit details
3. Change your collection day

Life Insurance – documents tab



Life Insurance product details pages

View your **policy booklet** and **summary documents** here*. (1)

Home > Decreasing Life Insurance > Documents

Documents

Decreasing Life Insurance 0205113657

1
Documents open in a new tab

Filters

Personal Details Document 15 Dec 2016	100 - 500 KB
Policy Booklet 15 Dec 2016	100 - 500 KB
Policy Summary 15 Dec 2016	100 - 500 KB
Personal Quote 15 Dec 2016	100 - 500 KB

* Note. If you have just taken out your policy with us, please allow 24 hours for your documents to show.

How to confirm your details (Life insurance only)



Life Insurance product details pages

On some Life Insurance policies we may ask you to **Confirm your details (1)** as part of our application process.

Please click on the button to confirm the details you entered on your application.

If you choose not to confirm your details you can skip and do it at a later date convenient to you. **(2)**

Confirm your application
for your Life Insurance
AN13477523

Created on 03 Apr 2019

⚠ Please note...
It is very important that you check that the information you have provided to us is correct.
Answers or statements made on your application which are incorrect or incomplete, could result in future claims not being paid.

Life Insurance Policy
with critical illness cover
0212531099

Amount of cover	Monthly premium
£200,000.00	£85.33

1 Confirm your details

I'll do this later, go to My Account **2**

Pension Annuities – My product tab



Legal & General

Home Rewards Support Mailbox Hi Elizabeth

Home Pension Annuity

Pension Annuity

Payroll Reference Number Q 007318

Next Payment Date: 22 Feb 2022

Tax Code: 1257L Received 6 April 2021 [Can I change my tax code?](#)

Next payment (after tax and deductions): £196.98 (Estimated)

My product Payments & tax Death benefits Documents

Questions about tax?

As we don't have a full picture of your income, you should contact HMRC for any specific tax queries:

Call HMRC on 0300 200 3300

Please check opening times on the [HMRC website](#).

You have a Pension Annuity

We'll pay you a regular income for life. You'll know exactly how much you're getting, and when.

Power of Attorney details

You do not have a valid power of attorney for this policy. If you do not think this is correct, please contact us.

[What is a power of attorney?](#)

Letter of Authority details

You do not have a valid letter of authority for this policy. If you do not think this is correct, please contact us.

[What is a letter of authority?](#)

Other income options

If you have other pension pots that you want to start receiving money from, we have options available for you.

[Learn more](#)

Read more

Here's some useful links.

Your lifestyle retirement magazine (1-2Ms)

HMRC - Personal tax External link

Help

Pension Annuities product details pages:

You can view:

1. Your estimated next payment (after tax and deductions)
2. Next payment date
3. Payment frequency
4. Tax Code
5. Power of Attorney details
6. Letter of Authority details
7. Contact details for HMRC should you have any questions about tax.
8. Link to support and common frequently asked questions

Pension Annuities – Payments and Tax tab



The screenshot shows the 'Pension Annuity' page with a blue header. The main content area is white with a blue sidebar on the left. The page displays the following information:

- Estimated Next Payment:** £29.71 (after tax and deductions)
- Next Payment Date:** 14 Feb 2022
- Tax Code:** 1213L (Received 6 April 2021)
- Payroll Reference Number:** P 026061

The page is divided into sections, with callouts 1 through 4 highlighting specific areas:

- Callout 1:** Payment details section, showing account information for C LAMBERT.
- Callout 2:** 'Update bank details' link in the payment details section.
- Callout 3:** Payment history section, showing a table of recent payments.
- Callout 4:** Annual increase section, showing a 3% increase on 14 February 2022.

Payment Date	Account	Amount (after tax and deductions)
14 Jan 2022	Payment to ****1859	£28.84
14 Dec 2021	Payment to ****1859	£28.84
14 Nov 2021	Payment to ****1859	£28.84
14 Oct 2021	Payment to ****1859	£28.84
14 Sep 2021	Payment to ****1859	£28.84
14 Aug 2021	Payment to ****1859	£28.84

Pension Annuities product details pages:

You can view:

1. Payment details such as Name on account, Account number, Bank account and sort code
2. Link to set up/update your bank details (if applicable)
3. View your payment history
4. Information about payment increases you have built into your policy (if applicable)

Pension Annuities – Death Benefits tab



Legal & General

Home Rewards Support Mailbox Hi Test

Home Pension Annuity

Pension Annuity

Payroll Reference Number Q 008963

Next Payment Date: 28 Feb 2022

Tax Code: 1257L Received 6 April 2021 [Can I change my tax code?](#)

£123.17 (Estimated)

Next payment (after tax and deductions)

My product Payments & tax **Death benefits** Documents

About your death benefits

Benefit	Who receives this money?
Benefit one: Dependant benefit You have chosen a dependant to receive an income when you die. If this person has passed away, is no longer your spouse or civil partner or no longer financially dependant on you at the date of your death, then we will not pay out any income. Please refer to your policy document for more details.	The financial dependant that you nominated at the start of your policy. This benefit was chosen when the policy was set up and can't be changed. Find out why
Benefit two: Guaranteed minimum payment period Applies If you die during your guaranteed minimum payment period, we'll pay an income to your estate, or any other person you specify until the end of your chosen period. Your guaranteed minimum payment period ends 28 February 2028.	Please contact us to discuss or change the person you've chosen to receive this benefit. Contact us

Frequently asked questions

- [What do my beneficiaries need to do when I die?](#)
- [Will my beneficiaries have to pay tax?](#)

Need more information?

If you would like more information about any of your benefits, please refer to your policy document or get in touch.

[Contact us](#)

Questions about tax?

As we don't have a full picture of your income, you should contact HMRC for any specific tax queries:

[Call HMRC on 0300 200 3300](#)

Please check opening times on the [HMRC website](#).

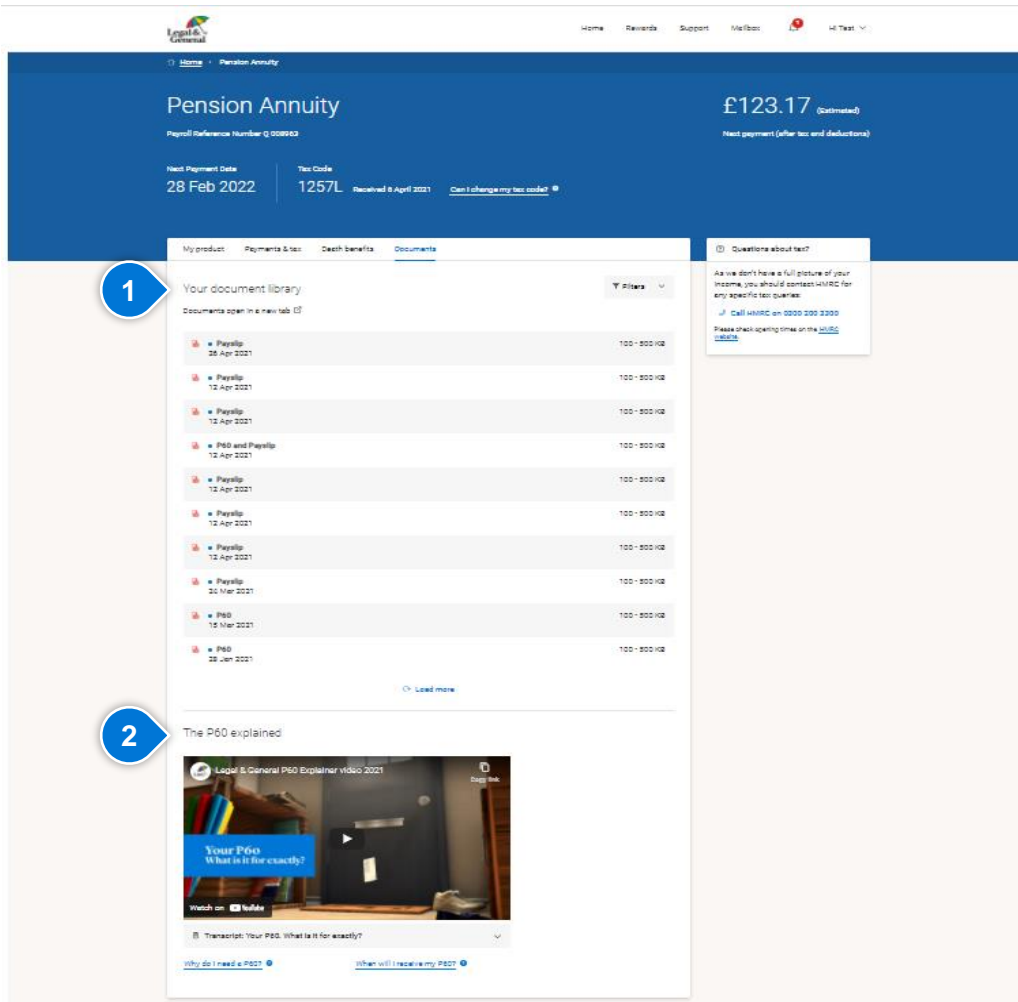
[Help](#)

Pension Annuities product details pages:

You can view:

1. Your benefit/dependant information if applicable
2. Link to support and common frequently asked questions
3. Link to our contact details

Pension Annuities – Documents tab



The screenshot displays the 'Pension Annuity' page with a balance of £123.17. The 'Documents' tab is active, showing a document library with the following items:

Document Type	Date	Amount
Payslip	26 Apr 2021	100 - 800.00
Payslip	12 Apr 2021	100 - 800.00
Payslip	12 Apr 2021	100 - 800.00
P60 and Payslip	12 Apr 2021	100 - 800.00
Payslip	12 Apr 2021	100 - 800.00
Payslip	12 Apr 2021	100 - 800.00
Payslip	12 Apr 2021	100 - 800.00
Payslip	20 Mar 2021	100 - 800.00
P60	15 Mar 2021	100 - 800.00
P60	25 Jan 2021	100 - 800.00

Below the document library, there is a video titled 'The P60 explained' with a transcript: 'Your P60. What is it for exactly?' and links for 'Why do I need a P60?' and 'What will I receive my P60?'.

Pension Annuities product details pages:

You can view:

1. Your document library (for example payslips and P60s)
2. A helpful video is available explaining what a P60 is

Support



1

Legal & General

Home Rewards Support Mailbox HI Raymond

Last login: 29 Oct 2020, 09:35

Good morning Raymond
Your total savings are £5,397.02 and we've got your home and life covered

Products

Investments As of 29 October 2020 £1,612.50

COVID-19 update
Contacting us
Stay up to date with the latest information about how COVID-19 might be affecting our phone and online services, and how you can get in touch.
Find out more

BULK SWITCH ONE As of 29 October 2020 £3,784.52
Pension account number 2336447031

Last contribution amount: £263.89
Last contribution date: 27 Oct 2020
Retirement date: 10 Mar 2046

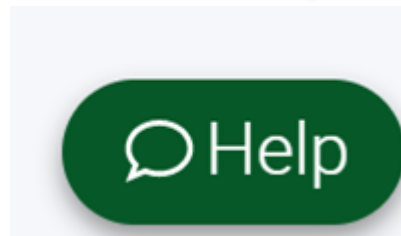
Manage my pension View Transactions

Decreasing Life Insurance Cover amount: Currently unavailable
Policy number 0148919509

Email address: carole.j.green@landg.com
Mobile phone number: 07449033634

Help

2



If you need help or want to ask us a question you can at any point:

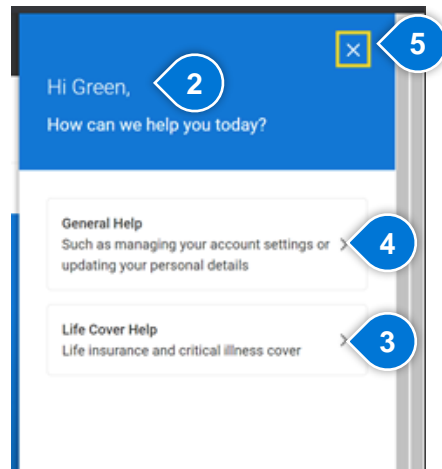
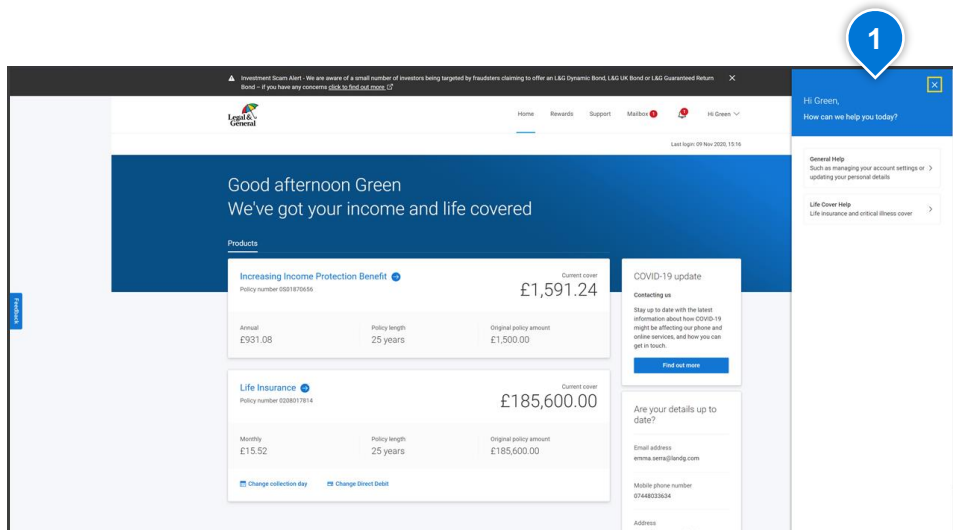
Click on the **'Support'** link in the top navigation **(1)**.

Or

Click on the **'Help'** button on the bottom right **(2)**.

Both of these options are available to you throughout the site.

Support



Above: Support widget enlarged

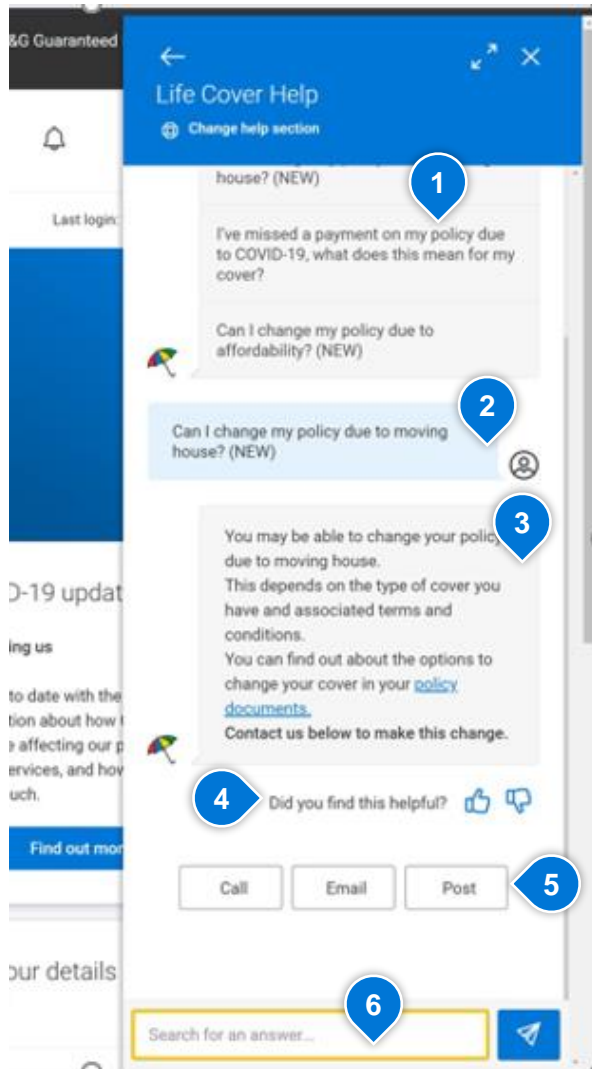
After you click on the **'Support'** top navigation link or green **'Help'** button the support widget will open up on the right hand side **(1)**.

We will show personalised content such as:

- Name **(2)**
- Products available for selection based on what you hold with us **(3)**
- General (non personalised) help is also available **(4)**

If ever want to close the support widget down you simply select the **'X'** button **(5)**.

Support



For certain products the new support widget has intelligent functionality where you can ask us a question.

A list of common questions is available for you to select **(1)**.

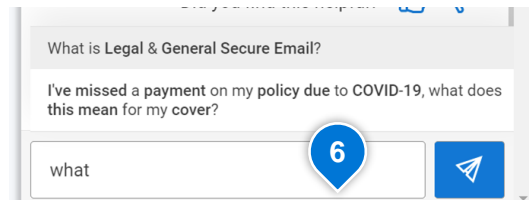
We then show you what you have chosen **(2)**.

An automatically generated answer is then provided **(3)**.

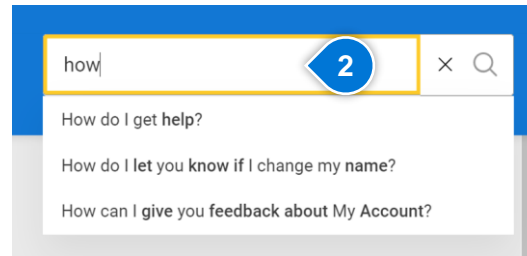
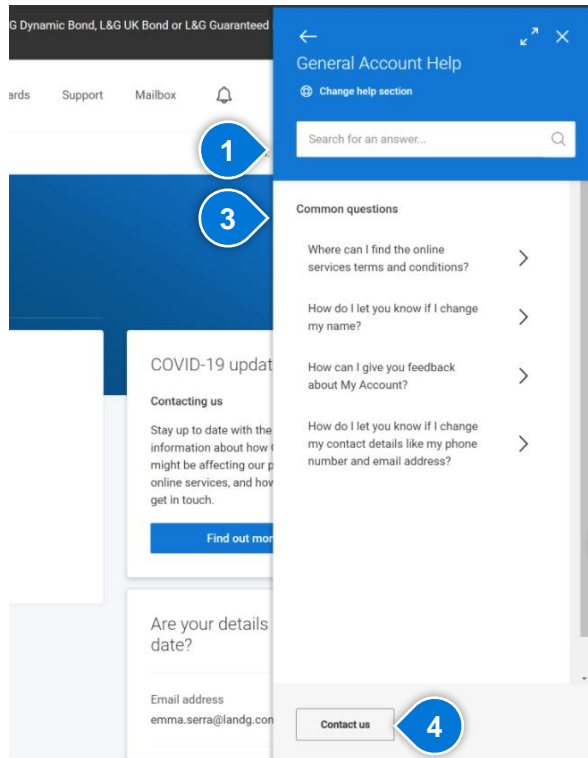
We also ask you to rate the answer given whether good or bad **(4)**. This helps us improve your experience.

If you still need to contact us for help a button is available **(5)**.

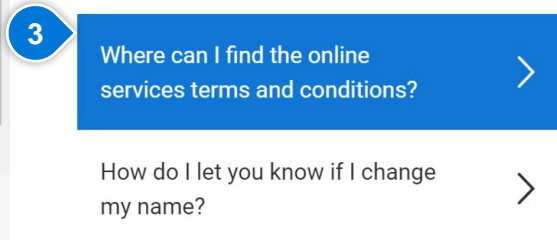
You can also type in another question if you wish **(6)**.



Support



Common questions



For other products / general help that doesn't have the intelligent functionality:

You can use the search bar to type in a question **(1)**.

Based on the text being entered in the search bar we will pre-populate your question asked and provide an answer **(2)**.

There is also a list of common questions available to select **(3)**.

If you still need help a contact us button is available **(4)**.

Support



Did you find this helpful?



How can we improve this article?

2

Please read our [Privacy Policy](#).

3

Ok

you confirmation to your contact address.
We'll also return any original documents.

Did you find this helpful?



A new feature we have added is we can ask you for feedback on whether your support question was answered.

This will be invaluable and help us improve your experience.

You can rate whether the answer we provided was helpful or not by using the thumbs up/down buttons **(1)**.

If you wish to leave us a comment you can do so after clicking the thumbs down **(2)**.

The comment is then sent to us when you click on the 'Ok' button **(3)**.

Mailbox – send secure messages



Legal & General

Home Rewards Support Mailbox Hi Peter

Home / Mailbox

Log in 27 Jun 2022, 09:22

How can we help?

Our dedicated support centre can guide you to expert help, including contact details and frequently asked questions. Some teams offer live chat and dedicated phone lines.

Choose the product you need help with, or My Account help for anything related to your account.

Investments Help
General investments, ISAs and Unit Trusts
[Ask a question](#)

Life Cover Help
Life insurance and critical illness cover
[Ask a question](#)

General Help
Such as managing your account settings or updating your personal details
[Ask a question](#)

Actions

You have no pending actions

Send a message about...

Messages are not replied to instantly

It can take us around 3-8 days to respond to messages sent to us, depending upon the nature of your query. For a quicker response you may want to try an alternative contact method first, to reach the specific team you need, using the support centre above. Thanks for your understanding.

Life Cover

Mailing name

Your message

Please read [Legal & General's privacy policy](#) which tells you what to expect when we collect your personal information.

Maximum 1000 characters. There's about 50 lines.

[Send message](#)

[Help](#)

Our dedicated support centre can guide you to expert help, including contact details and frequently asked questions.

Or you can **send us a secure message** through My Account.

Any questions or feedback?

Contact us:
MyAccount.Feedback@landg.com