

Valuations - Royal London

Last Modified on 07/08/2023 7:11 pm BST

Information to setup the valuation service with the provider is detailed below.

For further information, please refer to the [valuation user guide](#).

Provider support telephone	0345 60 50 401 08:30 – 17:30 Monday to Friday
Provider support email	websupport@royallondon.com
Provider website	https://adviser.royallondon.com/
Service Availability	Available 24 hours Monday to Sunday (subject to maintenance)
Access credentials for Pathways	Individual Level Individual Unipass certificate
Registration	<p>To register for contract enquiry services, you will need to have an individual Unipass certificate attached to your online service account.</p> <p>Register for online services using Royal London's simple online process. Please ensure that you connect your account to your Unipass certificate at registration. The registration process usually takes less than 2 business days to set up access.</p> <p>Once the process has been completed, you will be able to use your Unipass certificate to access details on the Royal London website.</p>
Message type	Individual real-time
Fund codes supported	ISIN MEXID
Product types	Bonds Pensions For a list of the products supported, please refer to Products you can view section on the Royal London Back office guide .
Setup guidance	<p>The contracts should be entered as off platform.</p> <p>You will need to enter the client's Royal London (Scottish Life) policy number with should be 7 or 8 digits.</p>
Notes	Refer to the Back office guide for more information including details of error messages and how to resolve them.