

Valuations - Aviva Platform

Last Modified on 07/08/2023 7:17 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	0800 056 2026 08:30 - 17:30 Monday to Friday
Provider support email	ecsd@aviva.com
Provider website	Aviva Adviser: Homepage
Service Availability	07:30 - 20:00 Monday to Friday 08:00 - 16:00 Saturday
Access credentials for Pathways	Firm Level Synaptic Organisation ID
Registration	Send an email to ecsd@aviva.com requesting to be set up for the Synaptic bulk valuation service with the following information: <ul style="list-style-type: none">• Company Name• FCA Firm Reference Number
Message type	Individual bulk valuation
Fund codes supported	ISIN SEDOL Citi codes
Product types	All products held on the Aviva Platform (including SIPPs and Trusts)
Setup guidance	All Accounts request (on platform) The wrap client reference must be supplied as the contract reference number Single Account request: The account reference number must be supplied as the contract reference number This version of the service continues to support the legacy wrap customer client reference / account reference but also supports the FNZ wrap account and wrap sub account reference. The legacy client reference must conform to the following pattern: nnnnn OR nnnnnnnnn The legacy account reference must conform to the following pattern: nnnnn OR nnnnnn The FNZ wrap account reference must conform to the following pattern: AVnnnnnnnn The FNZ wrap sub account reference must conform to the following pattern: AVnnnnnnnn-nnn (n=numeric)
Notes	See Aviva section for legacy Friends Life and AXA Heritage plans.

