

# Valuations - Aegon One Retirement

Last Modified on 07/08/2023 7:16 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	03456 081 680 09:00 - 17:00 Monday to Friday
Provider support email	<a href="mailto:escalationteam@aegon.co.uk">escalationteam@aegon.co.uk</a>
Provider website	<a href="#">Aegon One Retirement login</a>
Service Availability	Available 24 hours Monday to Sunday (subject to maintenance)
Access credentials for Pathways	Firm Level Synaptic Organisation ID
Registration	<p>Send an email to <a href="mailto:escalationteam@aegon.co.uk">escalationteam@aegon.co.uk</a> requesting to be set up for the Synaptic bulk valuation service with the following information:</p> <ul style="list-style-type: none"><li>• Company Name</li><li>• Company Address</li><li>• FCA Firm Reference Number</li></ul> <p>Once set up is complete, you will receive confirmation from the escalation team with your Connect ID.</p> <p>The Connect ID is an Aegon specific Adviser Firm identifier and may be needed when contacting Aegon support for assistance.</p>
Message type	Individual bulk valuation
Fund codes supported	ISIN MexID Citicode
Product types	Pensions
Setup guidance	<p>The contracts should be entered as off platform.</p> <p>Aegon One Retirement (SIPPs only):</p> <ul style="list-style-type: none"><li>• One Retirement</li><li>• One Retirement Drawdown</li></ul>