



MY BMW ACCOUNT FREQUENTLY ASKED QUESTIONS

> **What is My BMW Account?**

> **How do I access My BMW Account?**

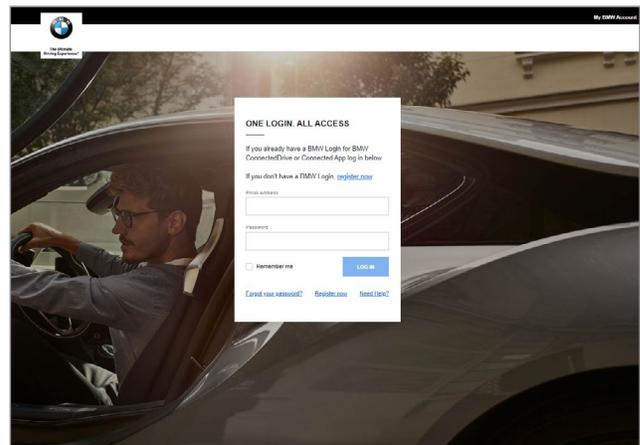
> **I registered to My BMW Account but I don't remember my password. Do I need to register again?**

> **I am logged into My BMW Account, and now it is asking me to "LINK YOUR ACCOUNT". Why?**

> **I linked my BMW Financial Services agreement to My BMW Account, now I have a question about my lease/loan account. How do I send a message to BMW Financial Services?**

Q: What is My BMW Account?

A: Manage your BMW Financial Services agreement 24/7 safely and conveniently with My BMW Account. Navigate BMW Financial Services from anywhere to view your contract details, review recent payments, manage your documents and much more. [Click here](#) to register.



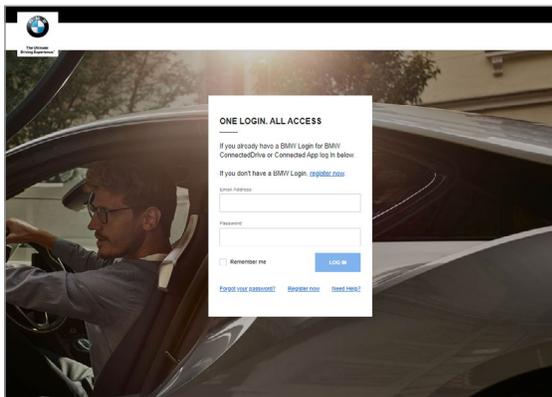


Q: How do I access My BMW Account?

A: Registering to My BMW Account is easy. To get started, enter your name and email address and follow these simple steps.

Step 1: Go to Myaccount.bmw.ca and click **Register now**. Or [click here](#).

If you already have a ConnectedDrive account you do not need to re-register. You can use the same username and password to log into My BMW Account.



Step 2: Enter your details and click **Register Now**.

REGISTER YOUR BMW LOGIN.

Please do not re-register if you have a BMW Login for BMW ConnectedDrive or Connected App.

If you do not have a [BMW Login](#), register below.

Fill in the information below to register. [Need help?](#)

*Required

First Name*

Last Name*

Email Address (this will be your username)*

Password* ⓘ

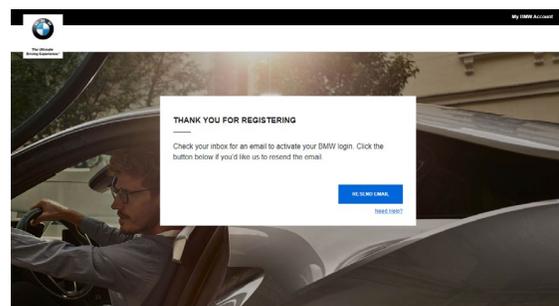
Confirm New Password* ⓘ

I'm not a robot  reCAPTCHA
Privacy - Terms

I have read and accept the [Website Terms of Use](#)

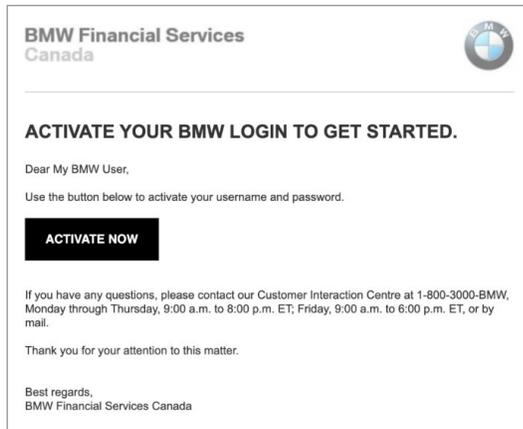
Following this step, you will be linking your BMW Financial Services account to access your financing contract(s). You will need your full Vehicle Identification Number (VIN) and last payment amount, alternatively please have your BMW Customer ID found on your BMW Owner's card available for reference.

An email will be sent to the email address registered to your account.

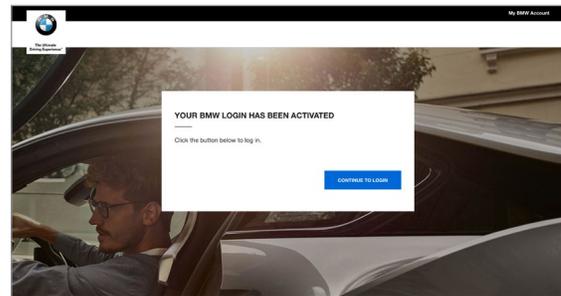




Step 3: Open the **Activate your account login** message in your email box. Click the **Activate Now** button.



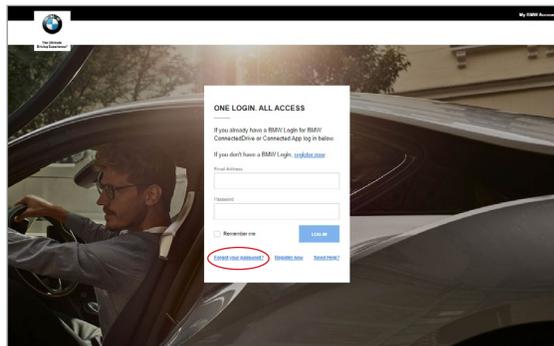
Once you click the activation link, you will be redirected to the log-in page where a pop-up will appear confirming your account is now active.



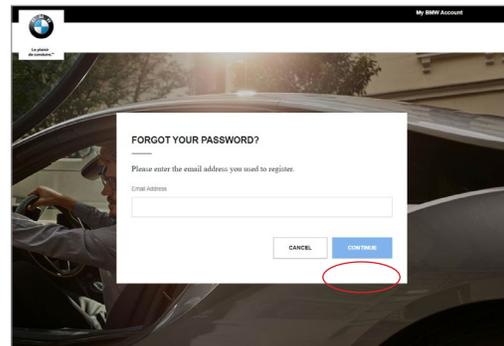
Q: I registered to My BMW Account but I don't remember my password. Do I need to register again?

A: No. You can reset your password by following these simple steps:

Step 1: Click **Forgot your password?**

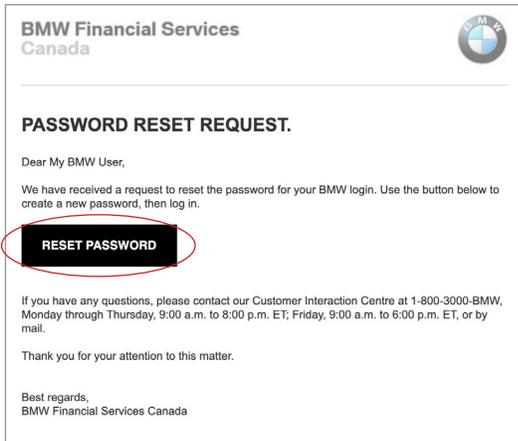


Step 2: Enter the email address you registered your account with and click **Continue**.

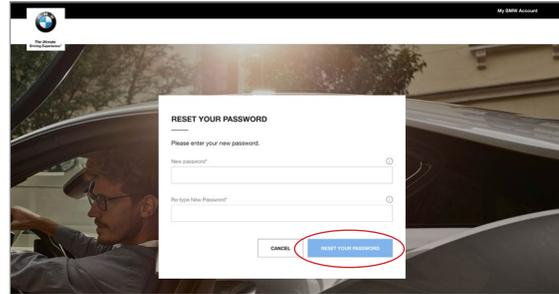




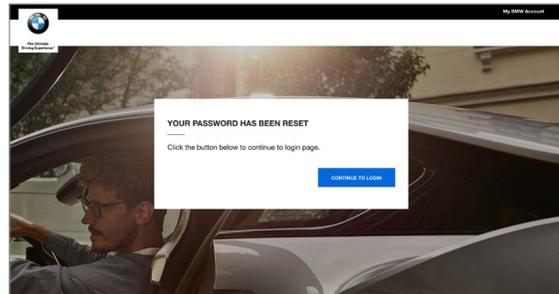
Step 3: Open the **Request to reset your password** message in your email box. Click the **Reset Password** button.



Step 4: Fill in the required fields. Click the **Reset Your Password** button.



Confirmation your password was reset.



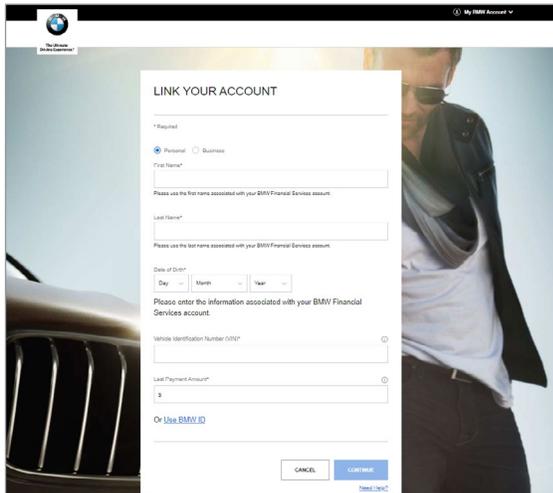


Q: I am logged into My BMW Account, and now it is asking me to “LINK YOUR ACCOUNT”. Why?

A: Great, you are ready to go to the next step of verifying your identity to access your BMW Financial Services agreement.

Step 1: Enter your personal details, the associated VIN (full 17 characters) and the exact amount of your last payment.

Step 1 (alternate): If you know your My BMW Customer ID, select **BMW ID** and enter the My BMW Customer ID, found on your BMW Owner’s Card.

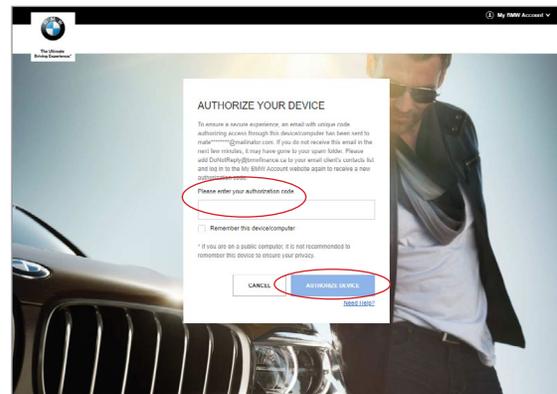


The spelling of your first and last names need to match the information we have on file exactly.

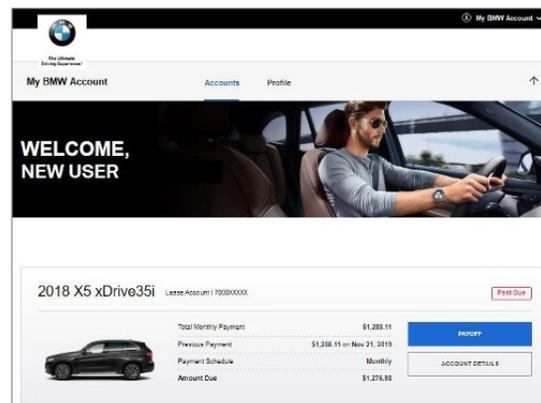
The Vehicle Identification Number (VIN) can be found on your vehicle registration or vehicle insurance. The VIN is also on the vehicle by the driver’s side door jamb or dashboard where the windshield glass meets the hood.

Enter all 17 digits of the VIN for your vehicle. The VIN will not include the letters ‘i’ or ‘o’ but may include the numbers ‘1’ or ‘0’.

Step 2: An email will sent with a code to authorize your device. Enter the 6 digit number and click **Authorize Device**.



Once you have completed these steps, your BMW Financial Services account(s) will be added.



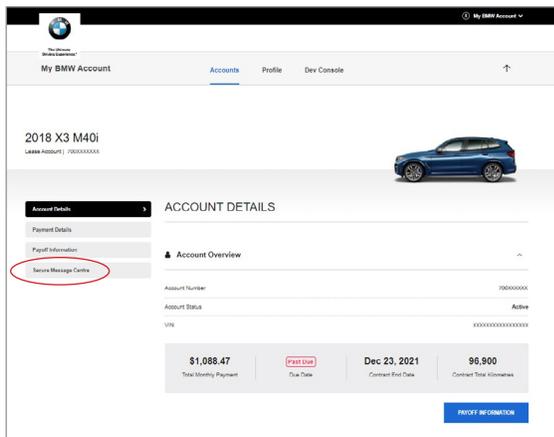


Q: I linked my BMW Financial Services agreement to My BMW Account, now I have a question about my lease/loan account. How do I send a message to BMW Financial Services?

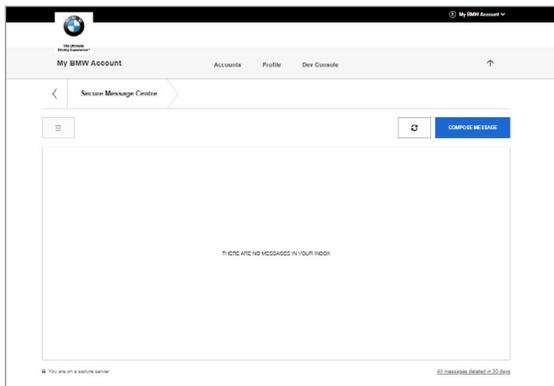
A: You can securely contact BMW Financial Services regarding your account activity, payment information or any questions you may have through the Message Center.

To send a message, please follow these steps: (lease example shown, the process is identical for loan customers)

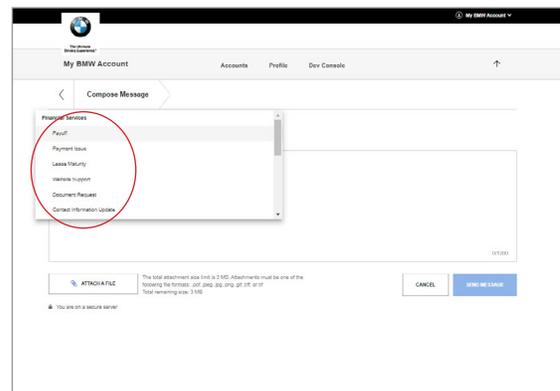
Step 1: From the Account Details screen choose **Message Center** from the left margin menu.



Step 2: Select **Compose a Message**.

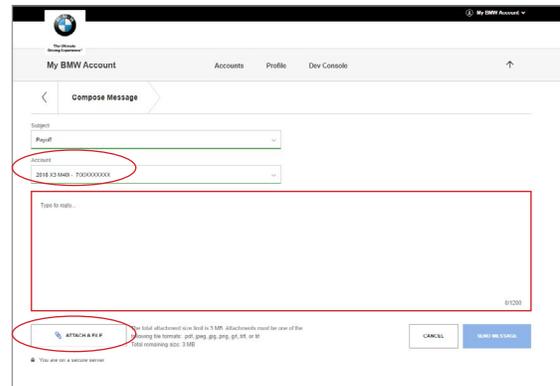


Step 3: Choose a **Topic**.



Step 4: Select the account you are inquiring about and type your question in the **Message** box. Click **Send Message**.

Optional: Click **Attach a file** to include a document with your question.





You will then receive confirmation that your message was received by BMW Financial Services.

You will be notified by email (sent to the email address registered to your account) when the response is sent.

Please go to **My Message Center** to access your secured messages.

Please note that all messages are retained for 30 days from the date sent.

