



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?**

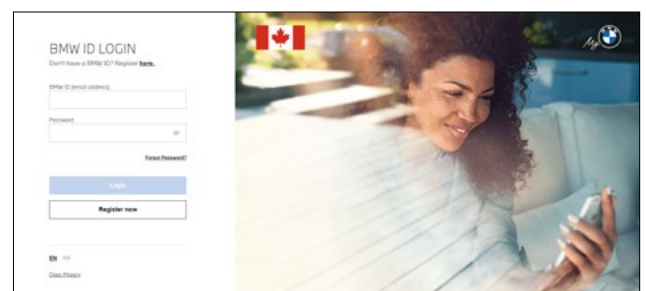
- **I am logged into My BMW Account, and now it is asking me to "LINK YOUR ACCOUNT". Why?**

- **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.



BMW Financial Services

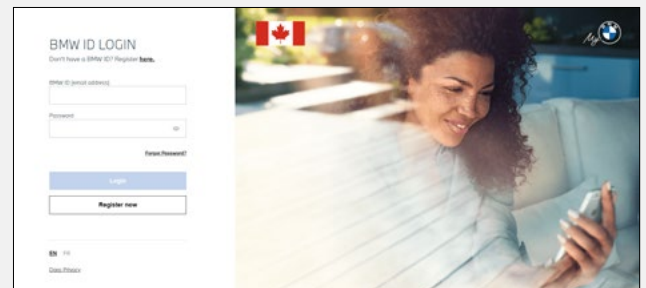


Q: How do I access My BMW Account?

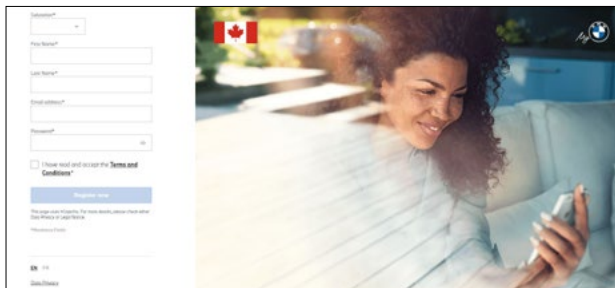
A: Registering to My BMW Account is easy. To get started, enter your name and email address and follow these simple steps.

Step 1: Go to myaccount.bmw.ca and click **Register Now**.

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**.

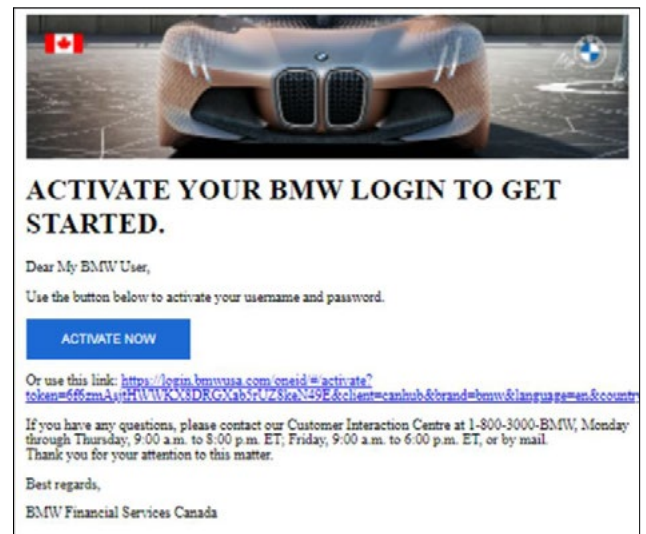


An email will be sent to the email address registered to your account.



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

You will receive confirmation that your my BMW account was activated.



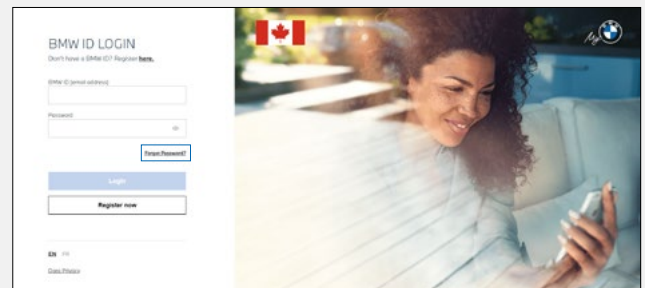
BMW Financial Services



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

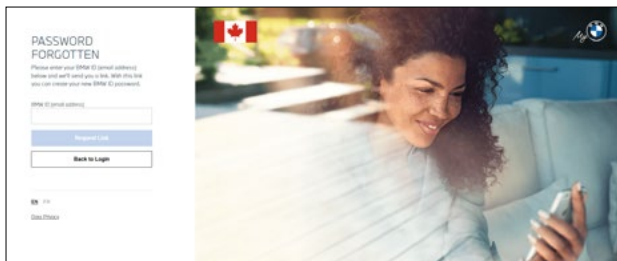
A: No. You can reset your password by following these simple steps:

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

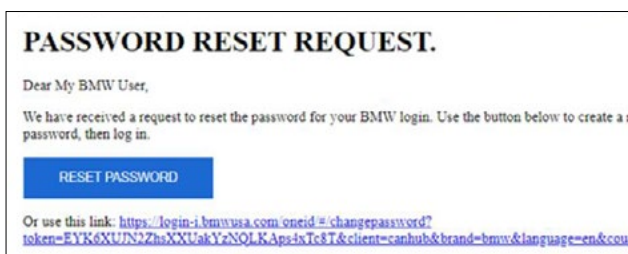


Step 2: Enter the email address you registered your account with and click **Request Link**.

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



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



Step 4: Fill in the required fields. Click the **Save Password** button. You will receive confirmation that your Password was changed.



BMW Financial Services



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 be an exact match to the information we have on file.

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: For your security, you will need to request a code to authorize your device.

Step 3: Select an option, **Text** or **Email** and click Request code.

Step 4: The Code will be sent to your selected option. Enter the 6-digit number and click **Authorize Device**.

You have the option to remember your selected device or to request authorization each time.

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

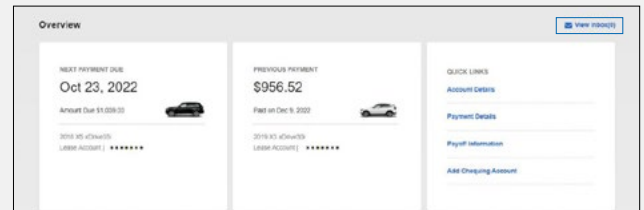
BMW Financial Services



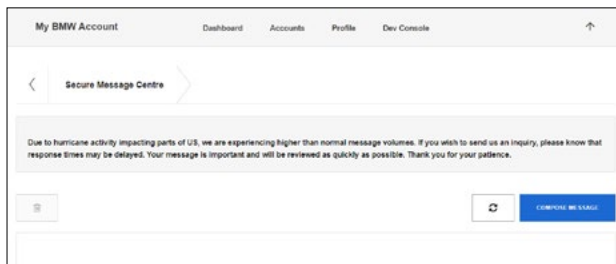
Q: I linked my BMW Financial Services agreement to My BMW Account, now I have a question about my lease/loan account. How do I send a message to BMW Financial Services?

A: You can securely contact BMW Financial Services regarding your account activity, payment information or any questions you may have through the Secure Message Center. To send a message, please follow these steps: (lease example shown, the process is identical for loan customers).

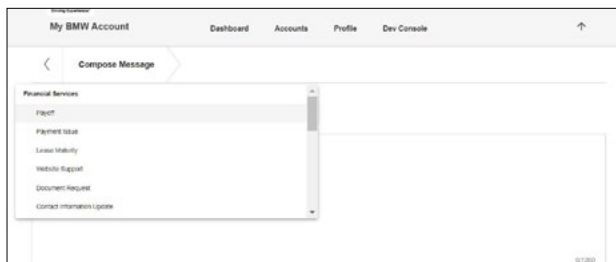
Step 1: Click **View Inbox** on the top right in the Overview section.



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

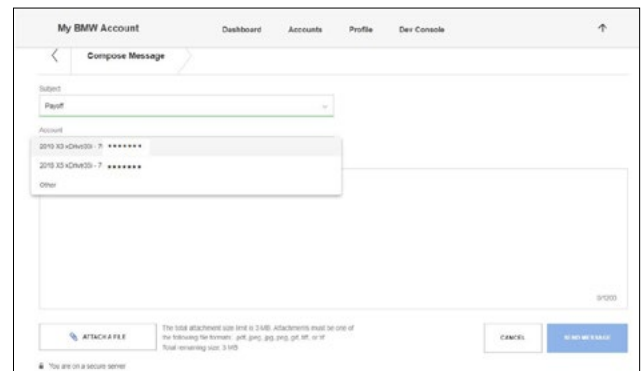


Step 3: Choose a Topic.



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.