

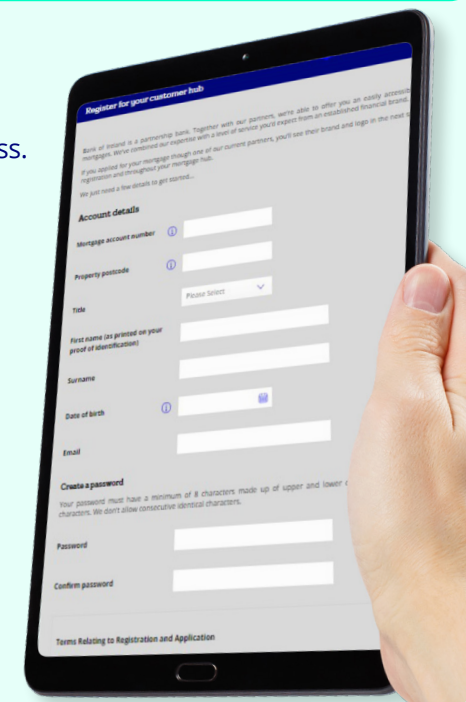
Registering & logging in to your hub



Registering a new account*

- ▶ **Have your mortgage account number to hand** (10 digit number stated on the documents we send you).
 - ▶ **Enter your first and surname** exactly as it's registered on your mortgage account.
 - ▶ **Provide your email address.** This address will only be for logging in. See 'Your profile' for your correspondence email address.
 - ▶ **Create a password** which must:
 - Have a minimum of 8 characters.
 - Be made up of upper and lower case letters, numbers and at least 1 special character. We accept @#<>./?!£\$%^&()+_-.
 - Have no consecutive identical characters.
 - Not be obvious or bear resemblance to your name, date of birth or where you live etc.
- A poor/unacceptable password for someone called Joe Bloggs born in 1990 would be JoeBloggs1990!
- ▶ **Have your last monthly contractual payment available.** The amount entered must be correct **to the penny!** You'll find this on your bank statement.
 - ▶ **Enter the last 4 digits of the bank account number** used to pay your mortgage by Direct Debit. Use 0000 if you pay by other means e.g. Standing Order.
 - ▶ **If you don't pay by Direct Debit** or if any of the details entered are incorrect, we'll prompt you to call us to verify your identity and complete the registration.

* If you have mortgages with us through different brands, you'll need to register for each brand then use the correct login. If you're unsure, [get in touch](#).



Already registered?

If you registered an account with us when you originally applied for your mortgage, use your log in details to access your hub. You'll need to know the brand you originally applied through to log in successfully e.g. **Bank of Ireland, Post Office** or **AA**.

Screens are for illustrative purposes only and may differ as we develop the system and depending on which brand you have your mortgage with.

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