

How to register or log in to your mortgage hub

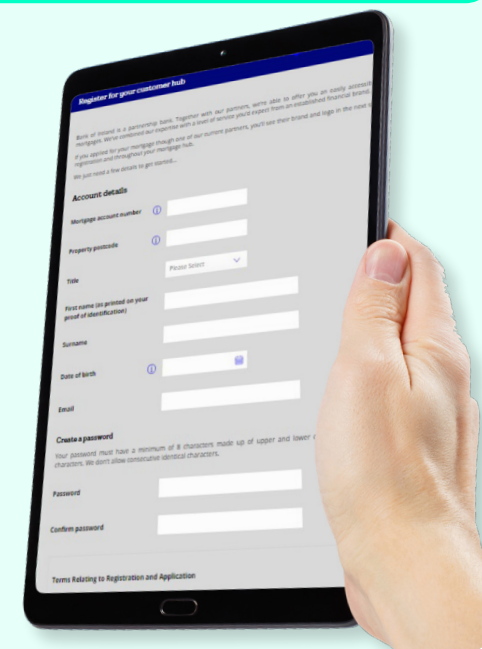


Registering for your hub

- ▶ **Have your mortgage account number ready.** This is the 10-digit number on the top of any letters we send you.
- ▶ **Enter your first name and surname** as shown on your mortgage.
- ▶ **Add your email address.** This will only be used for logging in.
- ▶ **Create a password.** This must:
 - Have at least eight characters
 - Use at least one upper case and lower case letter, and one special character. We accept @#<>./?!£\$%^&()+-_-
 - Not be obvious, or include your name, date of birth or where you live.

For example, a poor password for someone called Joe Bloggs born in 1990 would be JoeBloggs1990!

- ▶ **Have your last monthly payment ready.** The amount entered must be correct **to the nearest pound.** You'll find this on your bank statement.
- ▶ **Enter the last four digits of the bank account number** used to pay your Direct Debit. Use 0000 if you pay your mortgage another way.
- ▶ **We'll ask you to call us to complete the registration** if you don't pay by Direct Debit or if any of the details entered are incorrect.



Already registered?

You may have registered for your hub if you applied for your mortgage directly through us, when you accepted your mortgage Offer or through our website. Use these same details to log in. The login page you need will depend on which brand you applied with - **Bank of Ireland, Post Office** or **AA.** **Get in touch** if you're unsure.

Screen is for illustrative purposes only and may differ as we develop the system.

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