

How to register or log in to your mortgage hub

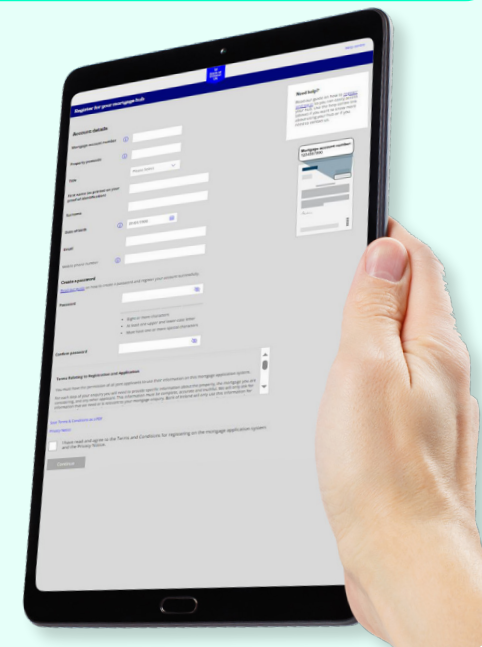


Registering for your hub

- ▶ **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, or online bank account or app.
- ▶ **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 if you applied for your mortgage directly through us, when you accepted your mortgage Offer or through our website. Use the details you registered then, to log into your existing customer mortgage hub.

Get in touch if you want any of our documents in large print, Braille, on coloured paper or audio.

Screens are for illustrative purposes only and may differ as we develop the system.

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Full list of directors available on the website at bankofireland.com

To find out if your mortgage is with Bank of Ireland Mortgages or Bank of Ireland UK, or if you have any queries relating to our UK mortgage products or services, please contact our UK administration centre at:- Bank of Ireland, PO Box 3191, 1 Temple Quay, Bristol, BS1 9HY. Telephone: (0117) 979 2222.