



## MyBMW.ca Frequently Asked Questions

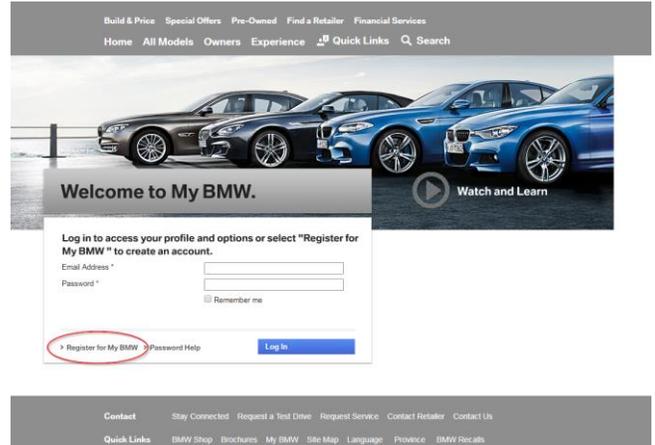
### Q: What is MyBMW.ca?

A: MyBMW.ca is the ultimate destination for managing your BMW information, BMW Financial Services account (lease and loans), vehicle maintenance (recalls and upgrades) and contact information.

### Q: How do I register for a MyBMW account?

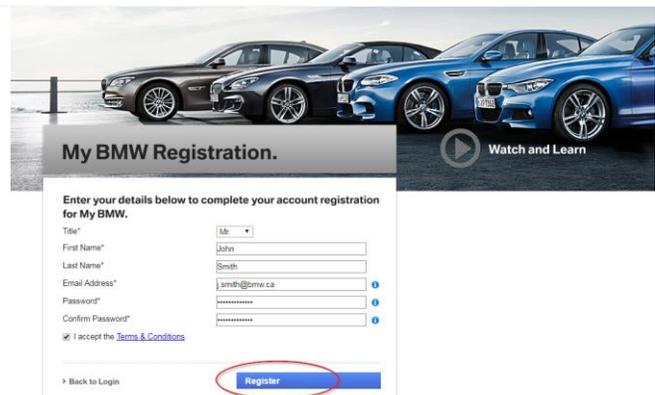
A: Registering for a MyBMW account is easy. To get started, enter your name and email address and follow these simple steps.

Step 1: Go to MyBMW.ca and click **Register for MyBMW.**



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

If you own a BMW or MINI vehicle, the contact details need to match what we have on file. Refer to your Welcome package. If you do not have this information or require assistance, please contact a Customer Service Representative at 1-800-3000-BMW(269), Monday through Thursday from 8:30am to 8:00pm and Friday from 9:00am to 6:00pm (Eastern Time).



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

## Thank you for registering.

An email with an activation link has been sent to the email address registered to your account. Please click this link to activate your account before your first login.

Done



<p>Step 3: Open the <b>My BMW Account Activation</b> message in your email box. Click the Activation link.</p>	<p><b>My BMW Account Activation</b> Dear John Smith,</p> <p>Thank you for registering with My BMW. Please activate your account by clicking on this link: &gt; <a href="http://crm.bmw.ca/en-ca/MyBMW/Account/SignIn?activation=1&amp;email=j.smith@mail.com&amp;token=F4TE3Q4WcX">http://crm.bmw.ca/en-ca/MyBMW/Account/SignIn?activation=1&amp;email=j.smith@mail.com&amp;token=F4TE3Q4WcX</a> If you are not automatically redirected, cut and paste the link above directly into your browser. If you have questions or require assistance with your account activation, please do not hesitate to contact us.</p>
<p>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.</p>	<p><b>Welcome to My BMW.</b> <span style="float: right;">✕</span> Your account is now activated.</p> <p>We invite you to Login to take advantage of a variety of exclusive services available to members.</p> <p style="text-align: right;"><a href="#">Login Now</a></p>
<p><b>Q: I registered for a MyBMW account but I don't remember my password. Do I need to register again?</b> A: No. You can reset your password by following these simple steps:</p>	
<p>Step 1: Click <b>Password Help</b>.</p>	<p><b>Welcome to My BMW.</b></p> <p>Log in to access your profile and options or select "Register for My BMW " to create an account.</p> <p>Email Address * <input type="text" value="j.smith@bmw.ca"/> Password * <input type="password" value="*****"/> <input type="checkbox"/> Remember me</p> <p style="text-align: right;">&gt; Register for My BMW &gt; <b>Password Help</b> <a href="#">Log In</a></p>
<p>Step 2: Enter the email address you registered your account with and click <b>Submit</b>.</p>	<p><b>Have you forgotten your password or answer to your security question?</b> <span style="float: right;">✕</span></p> <p>Tell us the email address registered to your account and we'll send you an email with your account reset link.</p> <p>Email Address * <input type="text" value="j.smith@bmw.ca"/></p> <p style="text-align: right;"><a href="#">Submit</a></p>



Step 3: Click the reset link in your email and fill in the required fields.

## Reset your Login.

Create a new password for your account.

New Password \*

Confirm Password \*

Security Question

Security Answer

Save

## Q: What if I have forgotten the answer to my Security Question?

A: You can reset your Security Question by following these steps:

Step 1: Click **Security Question Help**.

## My BMW Login.

To continue, please answer the following question.

In what town and country was your first job?

> Security Question Help

Continue

Step 2: Enter the email address you registered your account with, and click **Submit**

## Have you forgotten your password or answer to your security question?

Tell us the email address registered to your account and we'll send you an email with your account reset link.

Email Address \*

Submit



Step 3: A pop-up will appear to confirm an account reset link has been sent to the registered email address.

## Your request to reset your account has been sent.



An email with your account reset link has been sent to j.smith@bmw.ca

Done

## Q: I am logged into MyBMW but I don't see my BMW or MINI vehicle. Why?

A: Great, you are ready to go to the next step of attaching your BMW or MINI vehicle(s) to your MyBMW account.

Step 1: Click **I currently drive a BMW Group Vehicle.**

Hi, John | [My Vehicles](#) | [Update My Profile](#) | [Log Out](#)

## We cannot find any of your BMW vehicles in our system.

Please identify as one of the following:



I currently drive a BMW Group vehicle.



I am interested in buying a BMW.



Step 2a: If you do not have a BMW Financial Services account, check **I currently drive a BMW vehicle** and enter the required information.

## Add a New Vehicle ✕

### Check all that apply:

- I currently drive a BMW vehicle.
- I lease or finance my vehicle with BMW Financial Services.

### Vehicle Information

Vehicle Identification Number [VIN]  ⓘ

### Contact Details

First Name \*   
Last Name \*

### Address Details

Address   
City   
Postal Code  ⓘ  
Province  ▾  
Country



Step 2b: If you have a BMW Financial Services account, check **I lease or finance my vehicle with BMW Financial Services** and enter the My BMW Customer ID, found on your BMW Owner's Card.

You will also be asked to create a Security Question. The Security Question will be used when you log into your MyBMW account.

Step 2b (alternate): If your My BMW Customer ID is not available, check **I don't know my BMW ID** and enter the VIN and last payment amount.

## Add a New Vehicle

Check all that apply:

I currently drive a BMW vehicle

I lease or finance my vehicle with BMW Financial Services.

### BMW Financial Services Information

My BMW ID  ⓘ  I don't know my BMW ID

### Contact Details

First Name \*

Last Name \*

Date of Birth\*

### Set Security Question

Security Question

Security Answer  ⓘ

---

### BMW Financial Services Information

My BMW ID  ⓘ  I don't know my BMW ID

### Vehicle Information

Vehicle Identification Number [VIN]  ⓘ

Last Payment Amount  ⓘ



A vehicle will be added when you have successfully completed the steps.

Hi, John | [My Vehicles](#) | [Update My Profile](#) | [Log Out](#)

### 2016 BMW X3 28i

VIN# 5UXAA9X99X9A0000



[×](#) [+](#) [?](#)

[My 2016 BMW X3 28i](#) [Manage My Lease](#)

### Vehicle Information

**Your Vehicle Options**

The following table provides a list of options included with your vehicle purchase.

black-sapphire metallic	475
Sensatec/black	KCSW

## Q: Can I reschedule a payment?

A: With the **Reschedule My Payment** tool, a scheduled payment can be moved up to 29 days from the original due date. This service is only available for active accounts set up on a monthly payment schedule and only applies for future payments. Payments may only be rescheduled one at a time. Late fees may be assessed if the payment is not posted to your account within the 14 day grace period.

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



Step 1: Choose **Payment Information** from the **Manage My Lease** drop-down menu.

Hi, John | [My Vehicles](#) | [Update My Profile](#) | [Log Out](#)

## 2016 BMW X3 28i

VIN# 5UXAA9X99X9A0000



[×](#) [+](#) [?](#)

My 2016 BMW X3 28i **Manage My Lease**

- Account Overview
- Payment Information**
- Return My Lease
- Additional Details
- My Message Center

### Vehicle Information

#### Your Vehicle Options

The following table provides a list of options included with your vehicle purchase.

black-sapphire metallic	475
Sensatec/black	KCSW
Selection of COP-relevant vehicles	01CA



Step 2: Select **Manage My Payment**.

Hi, John | [My Vehicles](#) | [Update My Profile](#) | [Log Out](#)

## 2016 BMW X3 28i

VIN# 5UXAA9X99X9A0000



My 2016 BMW X3 28i

Manage My Lease

### Payment Information

#### Account Summary and Recent Activity

The following contains Payment Information about your BMW Financial Services Lease.

Questions? [Contact Us](#)

> [Account Summary and Recent Activity](#)

> [Manage My Payment](#)

> [Payoff Quote](#)



Step 3: Select **Reschedule My Payment** at the bottom of the screen.

## 2016 BMW X3 28i

VIN# 5UXAA9X99X9A0000



My 2016 BMW X3 28i

Manage My Lease

### Payment Information

- > Account Summary and Recent Activity
- > **Manage My Payment**
- > Payoff Quote

#### Manage My Payment

The table below lists the payment sources on your account, including your Pre-authorized payment source.

Questions? [Contact us](#).

My Monthly Payment	\$604.47
Bank Number	001
Bank Transit Number	00022
Bank Account Number	*****6303
Bank Account Type	Chequing

Edit My Banking Details

**Reschedule My Payment**

Step 4: The following pop-up will appear. Change the payment date, select the correct account and click **Continue**.

### Reschedule My Payment

Payment Amount: ⓘ

Monthly Payment: \$604.47

Reschedule Date: ⓘ

Payment Source ⓘ

Select Account:

Cancel

**Continue**



Step 5: A pop-up will appear with a summary of the changes. To confirm, check **I accept the payment agreement** and click **Submit**.

## Reschedule My Payment - Summary ✕

### Review your payment information:

Rescheduled Payment Date: Dec 2, 2017  
Rescheduled Payment Amount: \$604.47  
Rescheduled Payment Account: Chequing - 2569

### Payment agreement:

I authorize BMW Financial Services Canada to process a one-time withdrawal for the amount requested from the pre-authorized payment account set up with this My BMW account. I understand late fees may be assessed for payments posted beyond the 14 day grace period.

By initiating this payment, I agree written notice will not be provided regarding any changes to the Pre-Authorized Debit amount or scheduled Pre-Authorized Debit date.

I accept the payment agreement.

Cancel

Submit

## Step 6: Reschedule My Payment - Confirmation

## Reschedule My Payment - Confirmation ✕

Your payment has been successfully rescheduled.

Your payment will be processed on the date shown below. Your financial institution may take up to 5 business days from the payment posting date for the funds to be debited from your bank account. Please contact your financial institution to verify your information if the payment fails to be withdrawn after 5 business days. Payments submitted through 11:59 p.m ET will be credited to your account the same day. Payments submitted after this time will be credited to your account the following day.

Rescheduled Payment Date: Dec 2, 2017  
Rescheduled Payment Amount: \$604.47  
Rescheduled Payment Account: Chequing - 2569  
Confirmation ID: 95846684

Close



## Q: How do I change my banking information?

A: With the **Edit My Banking Details** tool, you may add, delete or edit a bank account associated with your Pre-Authorized Payment or for a one-time payment.

To update your banking information please follow these steps: (lease example shown, the process is identical for loan customers)

Step 1: Under **Manage My Payment**, click **Edit My Banking Details**.

### 2016 BMW X3 28i

VIN# 5UXAA9X99X9A0000



My 2016 BMW X3 28i

Manage My Lease

## Payment Information

### Manage My Payment

The table below lists the payment sources on your account, including your Pre-authorized payment source.

Questions? [Contact us](#).

My Monthly Payment	\$604.47
Bank Number	001
Bank Transit Number	00022
Bank Account Number	*****6303
Bank Account Type	Chequing

[Edit My Banking Details](#)

[Reschedule My Payment](#)

- > Account Summary and Recent Activity
- > [Manage My Payment](#)
- > Payoff Quote



Step 2: Click **Add a new account.**

## 2016 BMW X3 28i

VIN# 5UXAA9X99X9A0000



My 2016 BMW X3 28i

Manage My Lease

### Payment Information

- > Account Summary and Recent Activity
- > **Manage My Payment**
- > Payoff Quote

#### Manage My Payment

The table below lists the payment sources on your account, including your Pre-authorized payment source.

Questions? [Contact Us.](#)

Select	Bank	Transit	Type	Account	Nickname	
<input type="radio"/>	001	00022	Chequing	***2569	Chequing - 2569	<a href="#">Delete</a>

[Add a new account](#)

Cancel

Continue

Step 3: Update the new account details and click **Continue.**

### Update My Payment Source



The banking details entered below will update the primary billing account for all pre-authorized payments.

#### New Account Details

Bank Account Type\*  Chequing  Savings

Bank Number\*

Bank Transit Number\*

Bank Account Number\*

Re-enter Bank Account Number\*

Account Description / Nickname

I hereby authorize BMW Financial Services Canada to debit my bank account identified above for the scheduled payments in accordance with my Pre-Authorized Debit (PAD) Agreement. I also acknowledge that I am the owner and/or authorized party of the above mentioned bank account.

Cancel

Continue



Step 4: The new account will be added to your profile. Select **Continue** to confirm.

My 2016 BMW X3 28i Manage My Lease

### Payment Information

- > Account Summary and Recent Activity
- > Manage My Payment
- > Payoff Quote

**Manage My Payment**

The table below lists the payment sources on your account, including your Pre-authorized payment source.

Questions? [Contact us.](#)

Select	Bank	Transit	Type	Account	Nickname	
<input type="radio"/>	810	03322	Chequing	*****3772	New - 3772	<a href="#">i</a>
<input type="radio"/>	001	00022	Chequing	***2569	Chequing - 2569	<a href="#">Delete</a>

[Add a new account](#)

Cancel Continue

Step 5: The following pop-up will appear:

### Pre-Authorized Payment

Thank you. Your primary billing account for all pre-authorized payments has been successfully updated.

This change will be effective with your next scheduled payment on 11-03-2017.

Bank Account Type:	Chequing
Bank Number:	810
Bank Transit Number:	03322
Bank Account Number:	*****3772
Nickname:	New - 3772

Close