



MY MINI ACCOUNT FREQUENTLY ASKED QUESTIONS.

- What is My MINI Account?

- How do I access My MINI Account?

- I registered to My MINI Account, but I don't remember my password. Do I need to register again?

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

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

CAN'T FIND YOUR QUESTION?
Discover the full list of My MINI Account FAQs.

**SEE MORE
FAQS. >**

Q: What is My MINI Account?

A: Manage your MINI Financial Services agreement 24/7 safely and conveniently with My MINI Account. Navigate MINI Financial Services from anywhere to view your contract details, review recent payments, manage your documents and much more.

[Click here](#) to register.

MINI ID LOGIN
Don't have a MINI ID? Register [here](#).

MINI ID (email address)

Password

Forgot Password?

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DATA PRIVACY



MINI FINANCIAL SERVICES

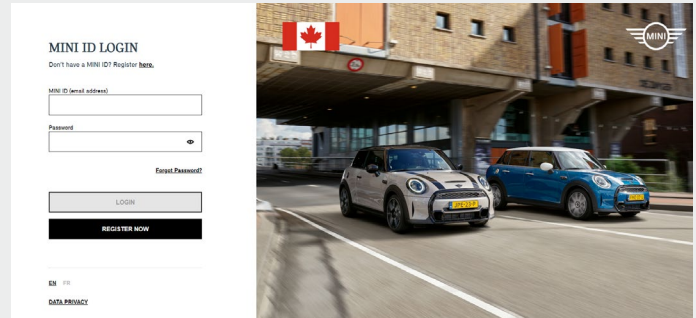


Q: How do I access My MINI Account?

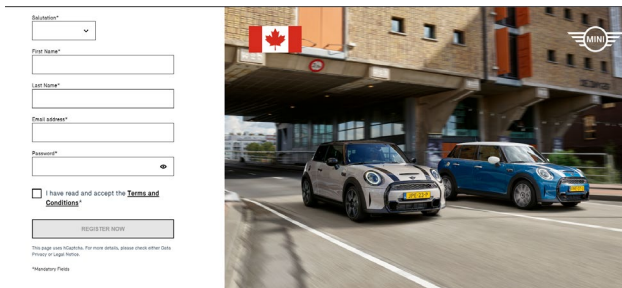
A: Registering to My MINI Account is easy. To get started, enter your name and email address and follow these simple steps.

Step 1: Go to My MINI Account 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 MINI 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



ACTIVATE YOUR MINI LOGIN TO GET STARTED.

Dear My MINI User

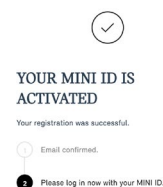
Use the button below to activate your username and password.

ACTIVATE NOW

Or use this link: <https://login-i.bmwusa.com/oneid/#/activate?token=enVvO3mQM2ABgXvLp8njmDS4FEzKMUvD&client=canhub&brand=mini&language=en&cc>

If you have any questions along the way, feel free to contact our Customer Interaction Centre at 1-866-DI (1-866-378-6464), Monday to Thursday, 9:00 a.m. to 8:00 p.m. ET, Friday, 9:00 a.m. to 6:00 p.m. ET, or

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





Q: I am logged into My MINI 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 MINI Financial Services agreement.

Step 1: For a Personal Account, enter your date of birth and VIN (full 17 characters).

For a Business account, enter VIN (full 17 characters).

You can find your Vehicle Identification Number (VIN) on your vehicle registration or insurance documents. It is also available on the My BMW/MINI app under the 'VEHICLE CONTROL CENTER' tile by clicking 'Vehicle Information.' Please enter all 17 digits of the VIN, noting that it will not include the letters 'i' or 'o,' but may include the numbers '1' or '0.'

MY MINI ACCOUNT

LINK YOUR ACCOUNT

* Required

Personal Business

DATE OF BIRTH*

Day Month Year

Please enter the information associated with your MINI Financial Services account.

VEHICLE IDENTIFICATION NUMBER (VIN)*

CANCEL CONTINUE

[Need Help?](#)

Step 2: For your security, you will need to request a code to authorize your device.

Step 3: Select an option and click **Request code**.

MY MINI ACCOUNT

AUTHORIZE YOUR DEVICE

Select an option to receive the authorization code.

Text (Number must be SMS compatible):

XXXXXX-4676

XXXXXX-7639

CANCEL SEND 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.

MY MINI ACCOUNT

AUTHORIZE YOUR DEVICE

We can remember this device and browser so that an authorization code will not be necessary when you visit this site in the future.

Please remember this device and browser (i.e. I am using a private device).

Please require an authorization code to be entered each time I visit this site (i.e. I do not own this device or it is frequently shared).

COMPLETE

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

MINI FINANCIAL SERVICES

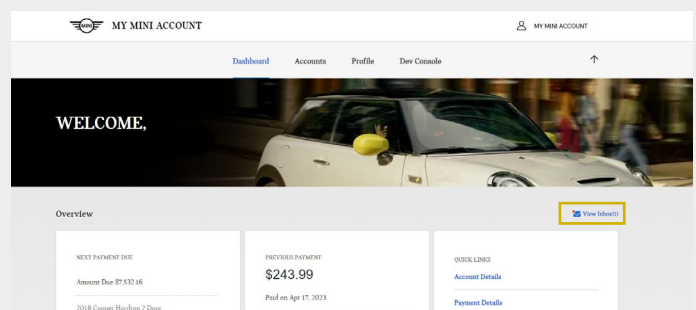


I linked my MINI Financial Services agreement to My MINI Account, now I have a question about my lease/loan account. How do I send a message to MINI Financial Services?

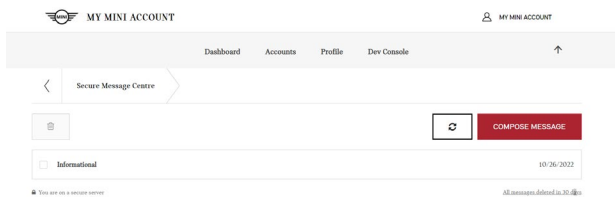
A: You can securely contact MINI Financial Services regarding your account activity, payment information or any questions you may have through the Secure Message Center.

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

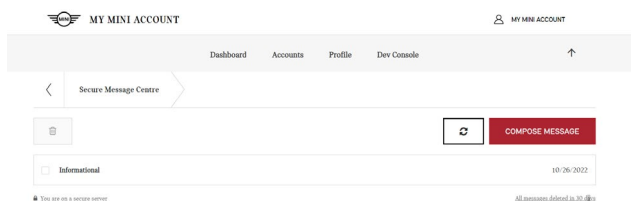
Step 1: Click **View Inbox** on the top right in the Overview section.



Step 2: Select **Compose Message**.

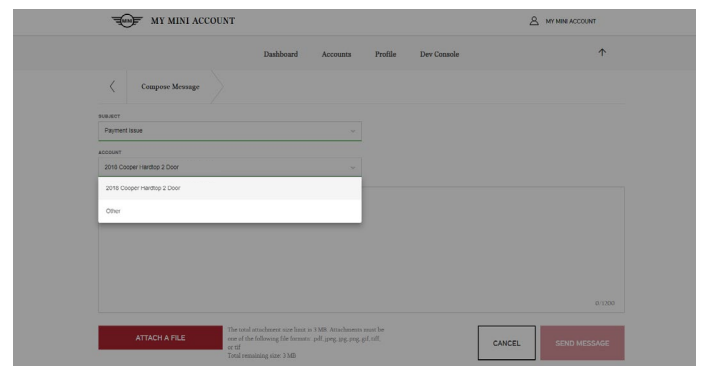


Step 3: Choose a **Topic**.



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 MINI 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.

STILL HAVE QUESTIONS?
Discover the full list of My MINI Account FAQs.

**GO TO
FAQS. >**