



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?

LOGIN

REGISTER NOW

EN FR
DATA PRIVACY



MINI FINANCIAL SERVICES

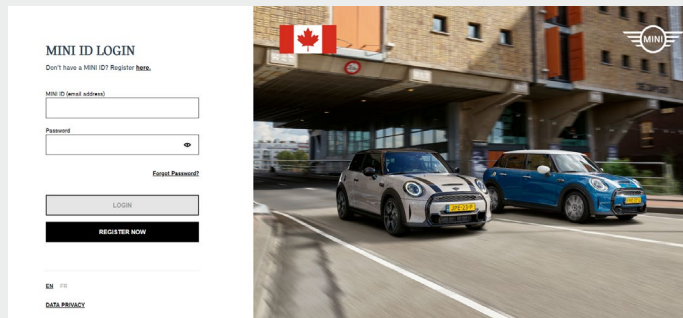


Q: How do I access My MINI Account?

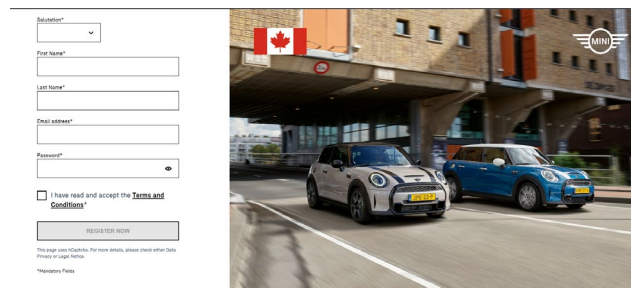
A: Registering to My MINI Account is easy. To get started, enter your name and email address and follow these simple steps.

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

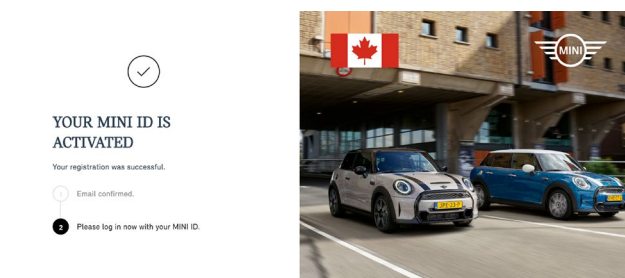
Use the button below to activate your username and password.



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

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.

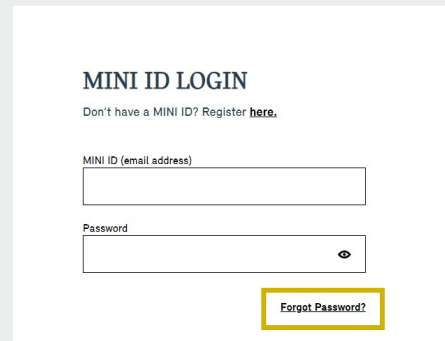




Q: I registered to My MINI Account, but I don't remember my password. Do I need to register again?

A: No. You can reset your password by following these simple steps:

Step 1: Click Forgot your password?



Step 2: Enter the email address you registered your account with and click Request Link.

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



Step 3: Open the Request to reset your password message in your email box. Click the Reset Password button or the link provided.



PASSWORD RESET REQUEST.

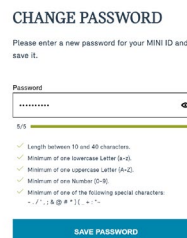
Dear My MINI User

We have received a request to reset the password for your MINI login. Use the button below to create a new password, then log in.

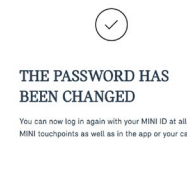


Or use this link: <https://login-i.bmwusa.com/oneid/#/changepassword?token=cTqKQJgtbrdSLbrDuPRhdKYm6bsjhgZi&client=canhub&brand=mini&language=en&country=C>

Step 4: Fill in the required fields. Click the Save Password button.



You will receive confirmation that your Password was changed.



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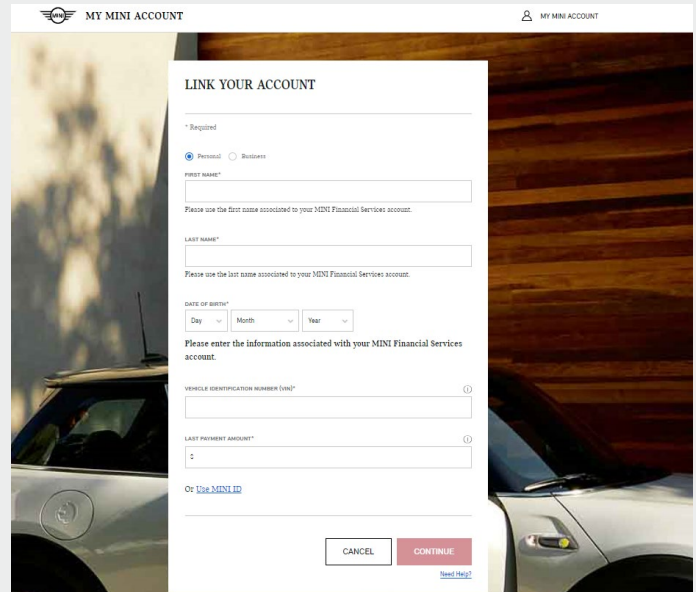
Q: I am logged into My MINI Account, and now it is asking me to “LINK YOUR ACCOUNT”. Why?

A: Great, you are ready to go to the next step of verifying your identity to access your MINI Financial Services agreement.

Step 1: Enter your personal details, the associated VIN (full 17 characters) and the exact amount of your last payment.

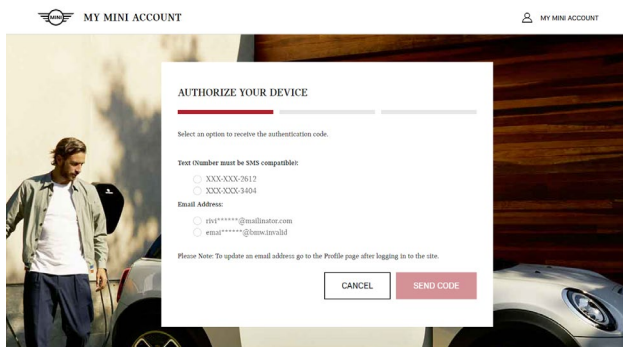
Step 1 (alternate): If you know your My MINI Customer ID, select MINI ID and enter the My MINI Customer ID, found on your MINI Owner’s Card.

The spelling of your first, last names and Date of Birth need to be an exact match to the information we have on file. The Vehicle Identification Number (VIN) can be found on your vehicle registration or vehicle insurance. The VIN is also on the vehicle by the driver’s side door jamb or dashboard where the windshield glass meets the hood. Enter all 17 digits of the VIN for your vehicle. The VIN will not include the letters ‘i’ or ‘o’ but may include the numbers ‘1’ or ‘0’.



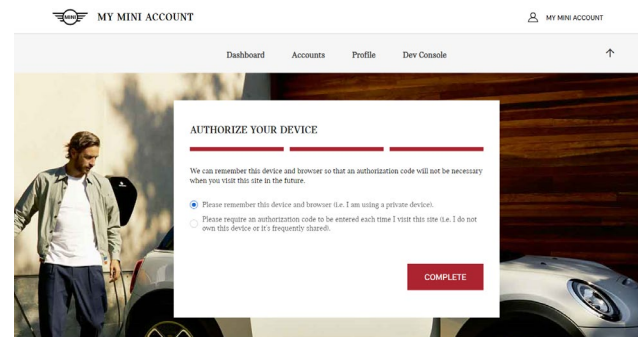
Step 2: For your security, you will need to request a code to authorize your device.

Step 3: Select an option, **Text** or **Email** and click **Request 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.



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

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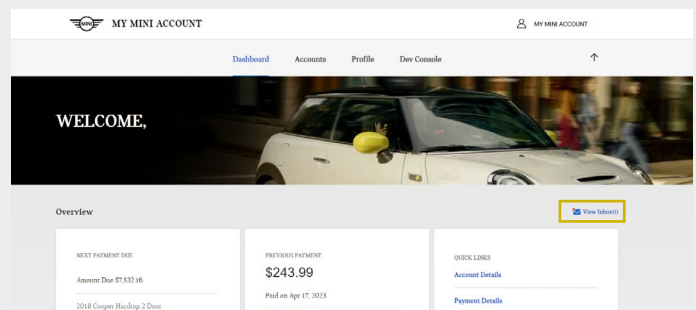


I linked my MINI Financial Services agreement to My MINI Account, now I have a question about my lease/loan account. How do I send a message to MINI Financial Services?

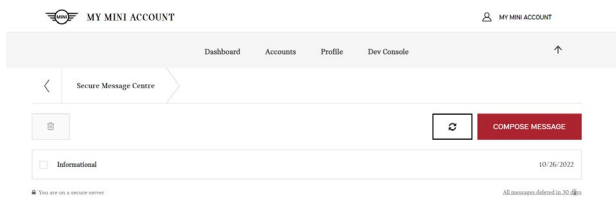
A: You can securely contact MINI Financial Services regarding your account activity, payment information or any questions you may have through the Secure Message Center.

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

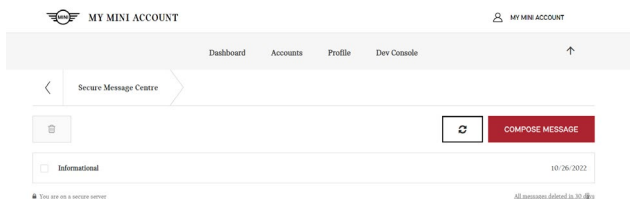
Step 1: Click **View Inbox** on the top right in the Overview section.



Step 2: Select **Compose Message**.

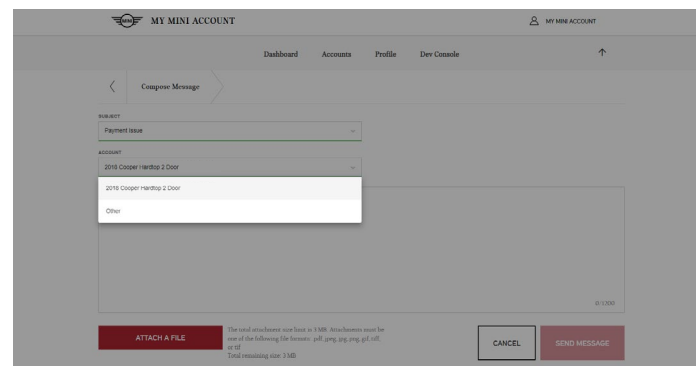


Step 3: Choose a **Topic**.



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. >**