

My Finance: How-to Guide

What can I use My Finance for?

Our self-service portal is exclusively available for consumers. This means that only individual consumers will have access to the features and services provided through this platform.

For all business-related inquiries or services, we recommend reaching out to our dedicated BMW Customer Service Team for assistance on 0818 253 181 selecting option 2.

Consumers can:

- To manage your finance agreement online
- Edit your personal details
- View your payment due date
- View your bank details
- Request documentation for 5 years after the closing date of your agreement

We do not currently have the functionality to request a statement on My Finance.

If this is something that you require, please contact BMW Customer Service on 0818 253 181 selecting option 2.

Agreements Overview

You can view the details of agreements that you have registered with My Finance at any time.

If you are not already registered, please visit <https://myfinance.bmw.ie> and click “Register Now”, you will need to enter your email

address or mobile phone number that you provided when entering your agreement. You are

then required to create a password, which will allow you to log in.

To register an agreement with My Finance, simply click ‘Add agreement’ and enter your agreement number. You will be sent a verification code by SMS and will then be prompted to enter the code that you received to gain access to your details.

Once verified, your agreement will appear in the Agreements Overview section.

Within the Agreements Overview section, there are several headings:

- Key Facts
- Personal Details
- Vehicle, Payments
- Services
- End Agreement.

Key Facts

This contains information relating to your finance agreement.

Personal Details

This contains the personal information linked to your agreement. You can update your contact number here if necessary. Updating your contact number requires verification via SMS to the previous contact number on linked with the agreement.

Vehicle

This contains information about the vehicle associated with your agreement, including the registration and chassis number.

Payments

This contains the payments details associated with the agreement. You can:

- View your payment history here.
- Make both a partial arrears / full arrears payment on your agreement. There is a minimum arrears payment amount of €25.00. Your payment will be made via open banking with our bank; you will be directed to a link to make the payment.
- Settle your agreement in full once you have a current and valid settlement amount.
- Make enquiries about making a partial early repayment on your agreement which will be directed to our Customer Service Team who will assist you with your enquiries. The Customer Service Team will advise you of the various options available to you based on the information that you have provided.

Services

The Services heading contains a collapsable heading called Damage Notification. When you click here, further information will appear which will ask you to outline the information required to submit a damage notification request.

End Agreement

You can request a settlement figure on your agreement or arrange a vehicle collection. Further information is displayed when you click on the collapsable headings.

Documents

The Documents section contains copies of documents relating to your agreement.

Support

The Support section contains three collapsable headings:

- Customer Feedback
- Contact Us
- Frequently Asked Questions headings.

When you access these individually, more information relating to your enquiry will be displayed.

Settings

The Settings section allows you to update your settings and marketing preferences.

Call BMW Customer Service On:

You can contact our dedicated Customer Service Team on 0818 253 181 selecting option 2.

Or by Sending an email at:

bmwcustomerservices@bmwfin.ie

Or by writing to us at:

BMW Customer Service

Swift Square

Santry Demesne

Dublin 9

D09 R802

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