AIB
For the life you're after
MyMortgage Web App
Your application on your phone and online

Welcome to MyMortgage

MyMortgage makes it easy to apply for a mortgage. Everything you need is on your phone or online.

Here's what you can do

- Use it on your phone, tablet or desktop.
- See what's next with your application.
- Download the documents you need.
- Upload the documents we need.
- Message us.

How to get to MyMortgage

Here's the link to MyMortgage → **https://mymortgage.aib.ie**

We'll also send you a text to show you where to find MyMortgage on our website.

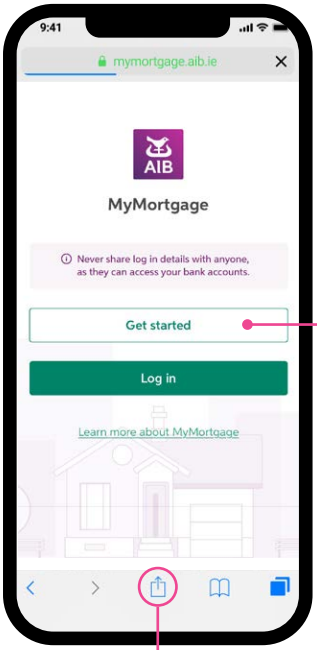
"Hi, just to remind you, if you use our mobile banking app you can manage your application under Products/Mortgage. If not, go to Log In/MyMortgage on our website, then 'Connect my application'."

If you are an AIB customer, you can get MyMortgage through our mobile banking app.

If you are having trouble getting MyMortgage through our mobile banking app, you may need to upgrade to the latest version of the app.

Registering

Go to the MyMortgage homepage here → **https://mymortgage.aib.ie**



Select 'Get Started'

If you're not a customer with us, you can still set it up easily by using your email and a password.

If you're already a customer with us, you can use the log in details you use for your Phone and Internet Banking.

Add this link to the homescreen on your phone so it's always there for you.

If more than one person on the application is using MyMortgage, you both have to log in or register with your own details. Never share your login details with anyone, even if it's with another person who has applied with you, as they can access your bank accounts.

If you are not a customer with us please follow the below steps:

01

Choose ‘Register Now’

02

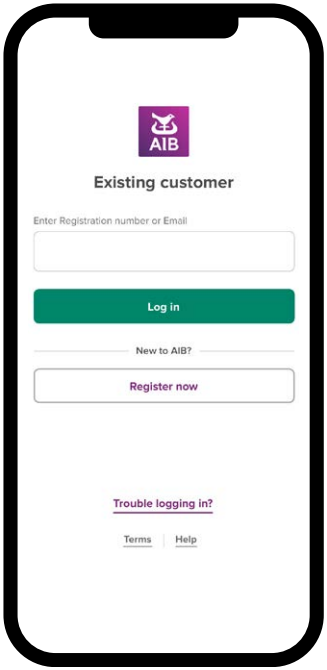
Read the ‘Legal Stuff’ and click accept that you are happy to proceed.

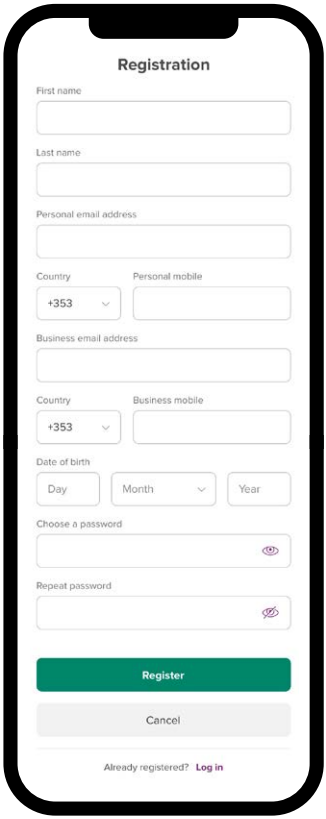
03

Enter your details and choose a password.

04

Confirm your phone number and email address.

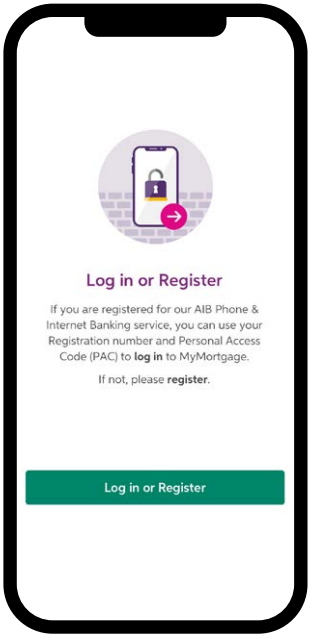


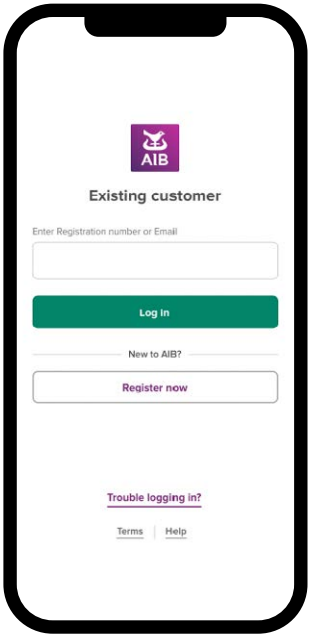


Logging In

If you are a customer with us, please use your AIB Registration Number and Personal Access Code from Phone and Internet Banking.

- If you don't have a Registration Number and Personal Access Code use your email and password.
- If you do not know your Registration Number you can find it in our mobile banking app under 'Settings' and 'Profile'.





Getting Started

When you are logged in using your email address or registration number follow these steps:

01

Click 'Connect my application'.

02

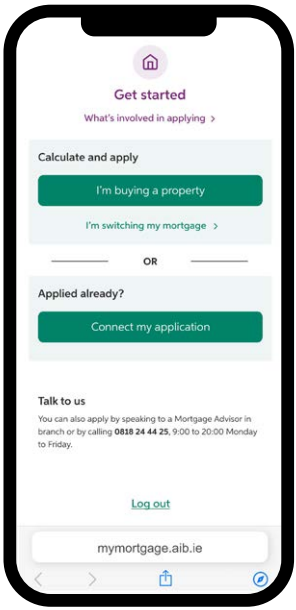
Enter your Mortgage Reference Number and click 'Continue' to see your mortgage application.

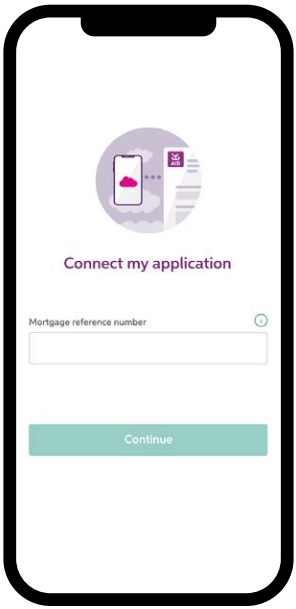
You can get this from your Mortgage Advisor or the other applicant. If you have Approval in Principle it is the first set of digits before the '/' in your letter.

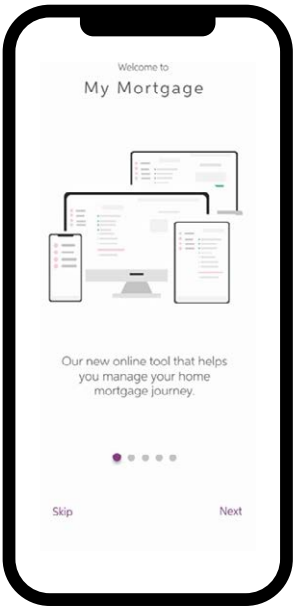
03

You're in. After your first login, you will see a welcome screen.

Swipe to the other pages that show you how MyMortgage works.







If this is not your first time logging into MyMortgage and you have applied before:

01
Your mortgage reference number will display under your name.

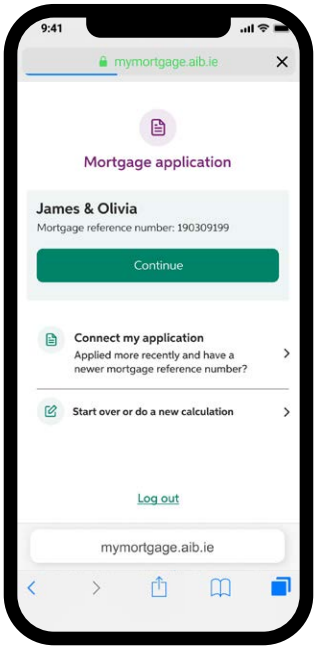
02
Click 'Continue' to see your mortgage application.

If you have applied more recently and have a newer mortgage reference number:

01
Click 'Connect my application'.

02
Enter your most recent mortgage reference number.

03
Click 'Continue' to see your mortgage application.



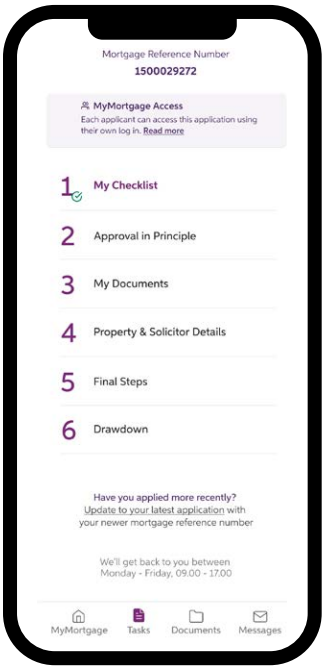
If you need to do a new calculation or start your application again online, click 'Start over or do a new calculation'.

See where you are

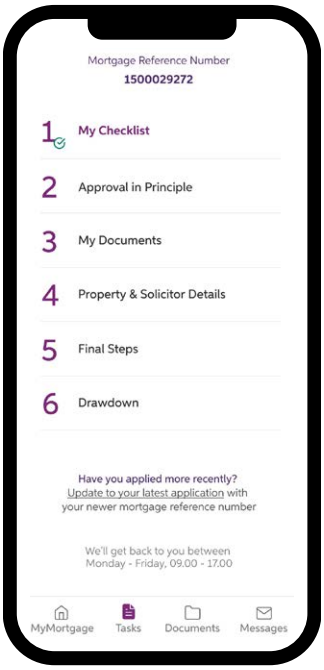
You can see what stage you are at, such as:

- My Checklist
- Approval in Principle
- My Documents
- Property & Solicitor Details
- Final Steps
- Drawdown

Joint



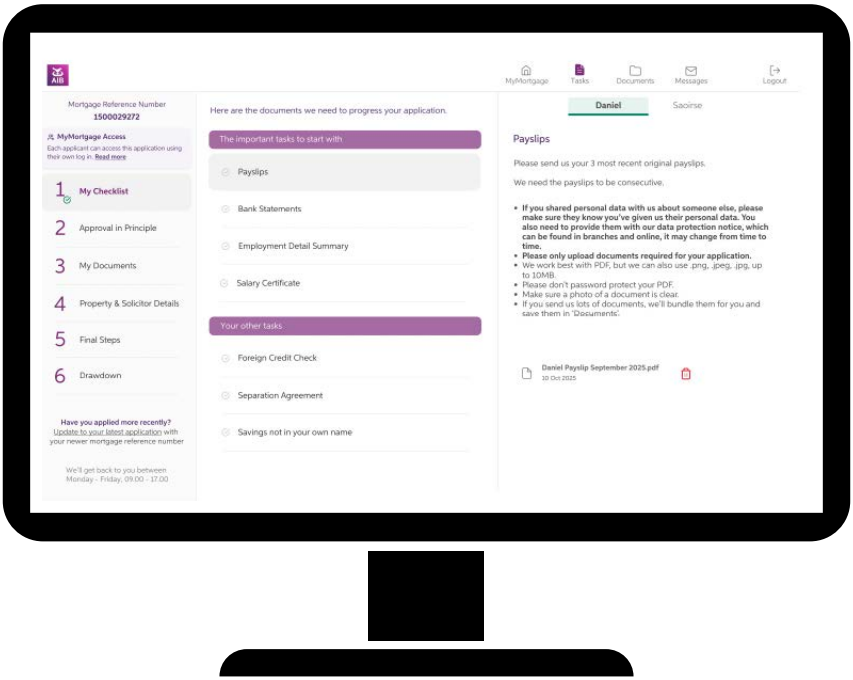
Sole



These displays are just a sample of how it looks.

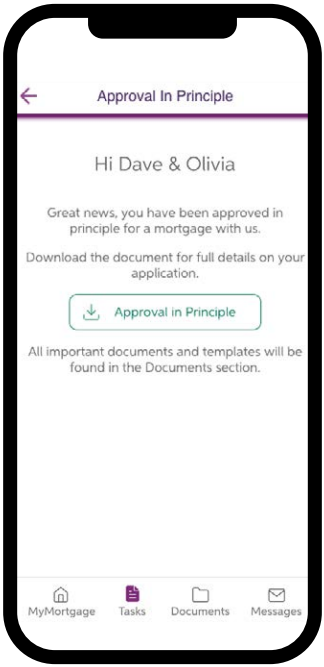
My Checklist

This will give you a list of documents we need to see as part of your application.



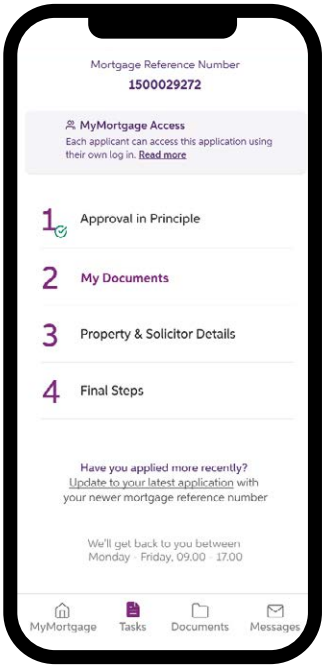
Approval in Principle

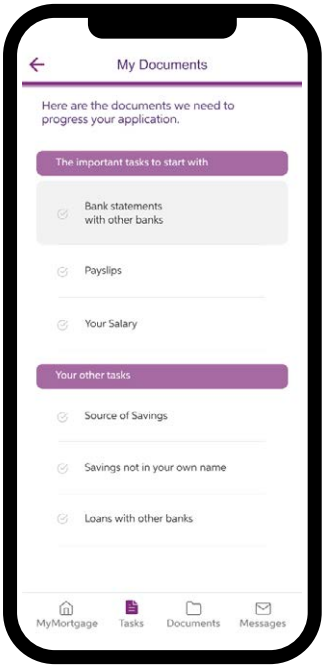
When we have given you your Approval in Principle you can download it here.



My Documents

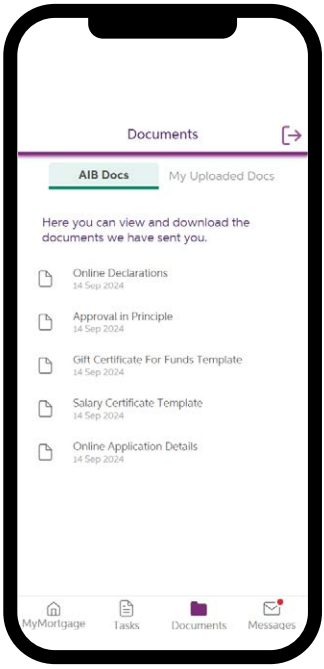
This is where you will see what we need, which are also in your Approval in Principle letter.

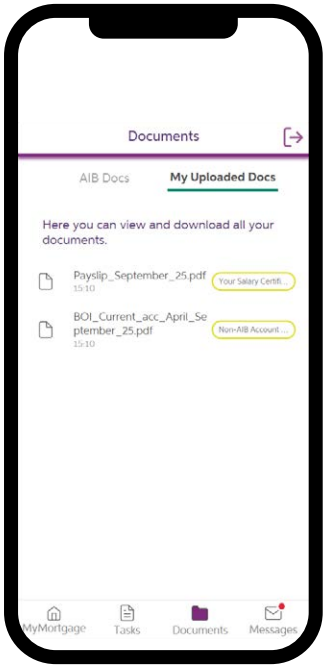




Documents

The Documents section is a safe place for all files we have sent you and the files you have uploaded.

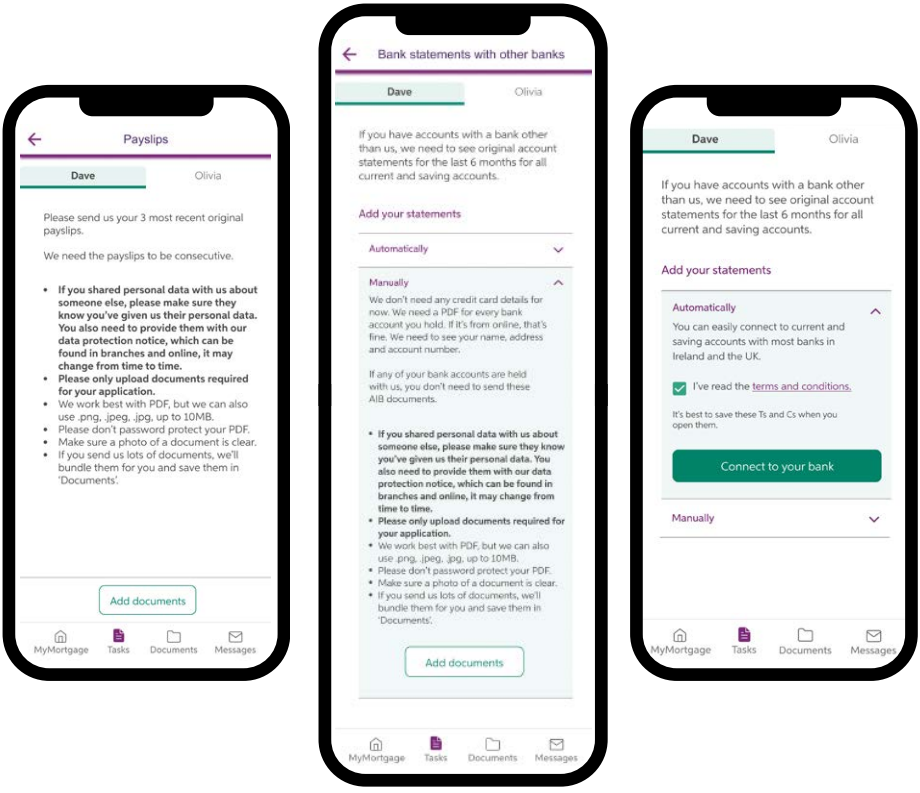




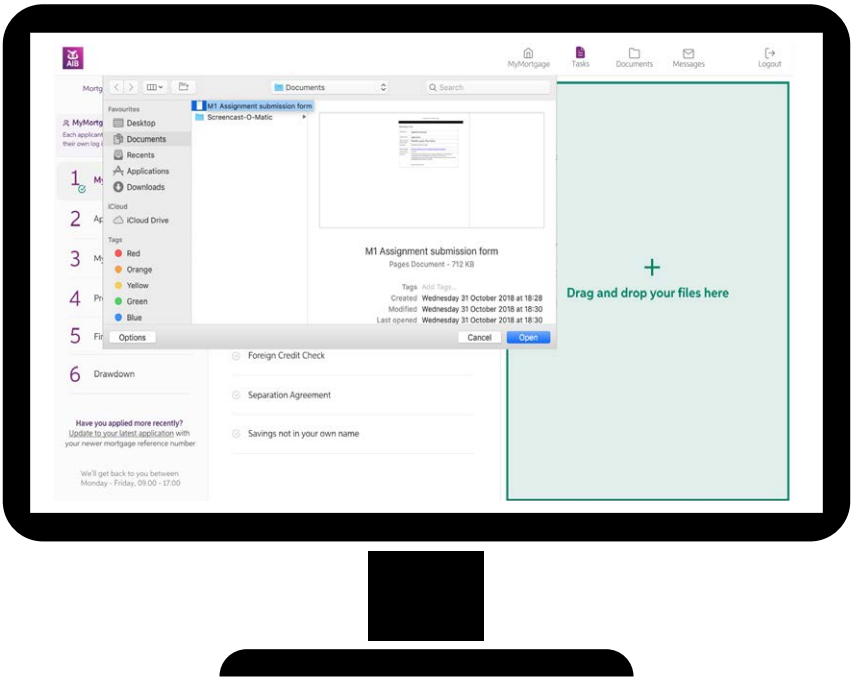
You can download any of these documents or templates to your device.

Uploading your Documents

- Click Add Documents button at the bottom of the screen
- Select the files from your phone or take a photo of the document you need. You can upload more than one document at a time.
- When you are uploading bank statements from another bank you will see an option to add your current and savings account statements automatically. We can automatically link to other Irish banks, banks in the UK and Revolut.
- You will need to read and accept our terms and conditions to use the automatic option.
- You can still upload documents manually if you want to.
- Each of you will have a tab where you can upload your own documents.



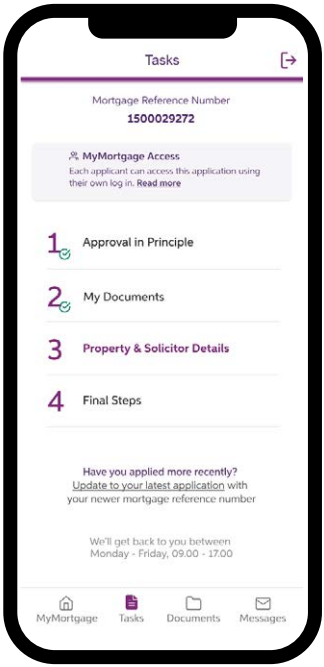
- If you share personal data with us about someone else (another applicant for example), please make sure they know you've given us their data. You'll also need to give them our data protection notice, which you can find in branches and online. It may change from time to time .
- If you need to, you can delete a file.
- After you upload and send documents, the file name will show in the 'My Uploaded Docs' section.

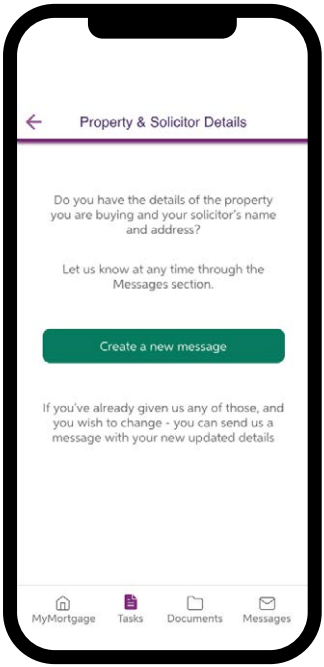


You can also drag and drop on desktop.

Property & Solicitor Details

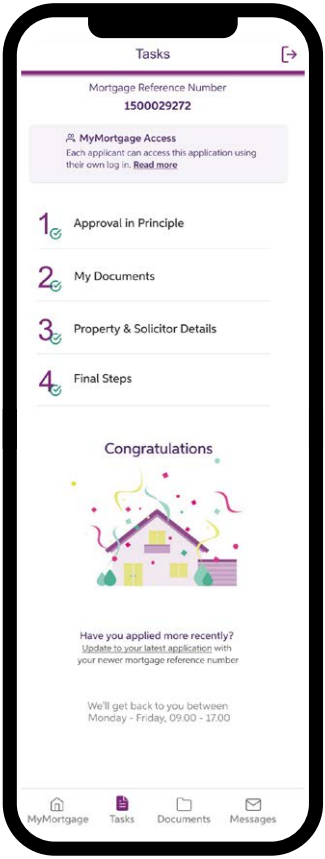
Message us in MyMortgage with details about your property and your solicitor.

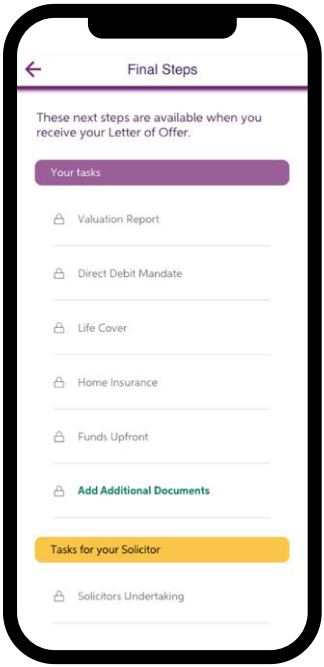




Final Steps

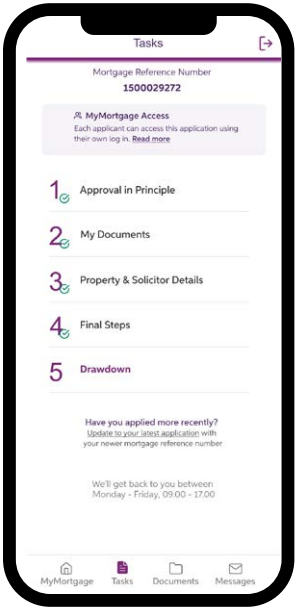
Final Steps will unlock once we send you the Letter of Offer. You will see a green tick to the left side once you've finished a task.

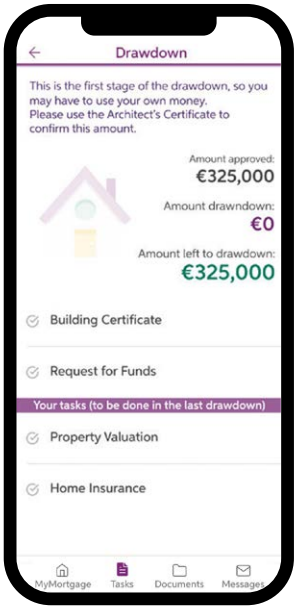


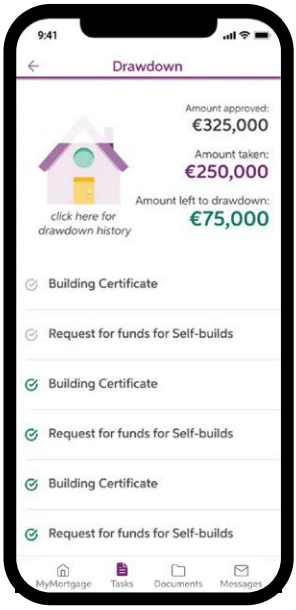


Drawdown

If you are taking your mortgage in stages, MyMortgage shows you each part payment and how much is left.

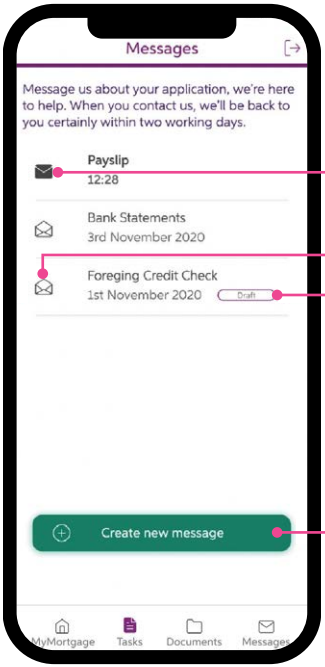






We're here to answer your questions

We're here to help. You can use Messages to ask us a question.



Unread message.

Read message.

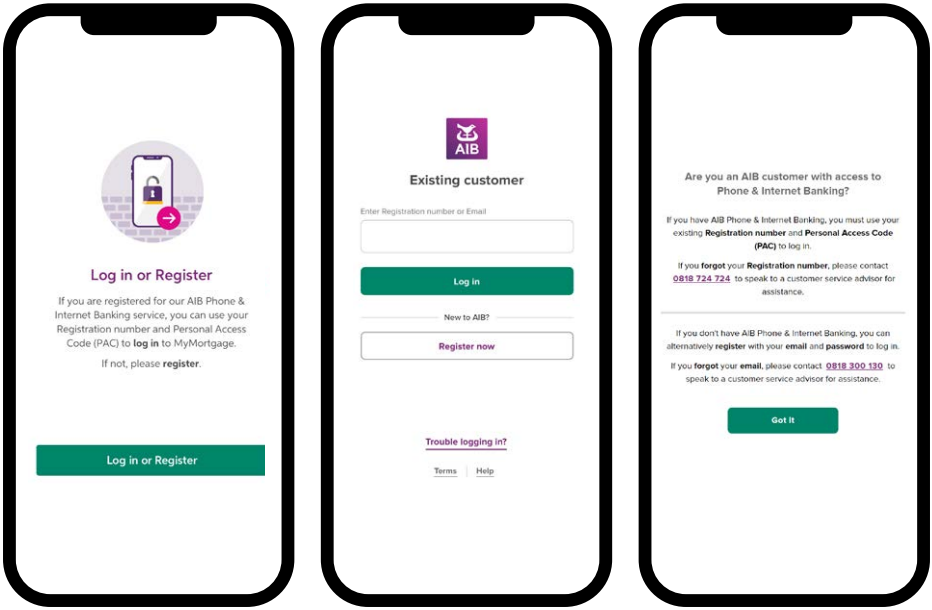
Draft messages are automatically saved for later.

Create new message.

The red dot indicates unread message(s). When there's a new message in MyMortgage, we'll let you know by texting you.

Forgotten Registration Number or Personal Access Code

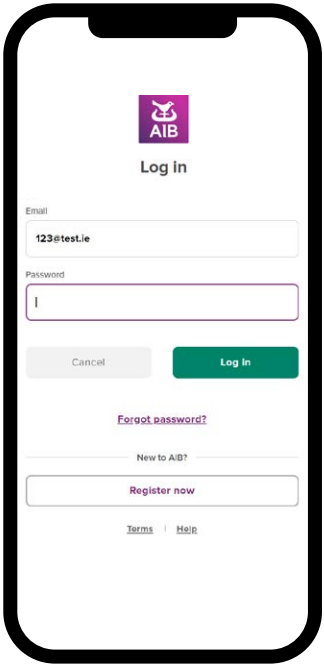
1. If you are using your AIB Registration Number and PAC (Personal Access Code) and you are having trouble logging in, click 'Trouble logging in'.
2. We'll give you instructions and a phone number to call.
3. We will give you your Registration Number. You can also find your Registration Number in our mobile banking app under 'Settings' and 'Profile'.

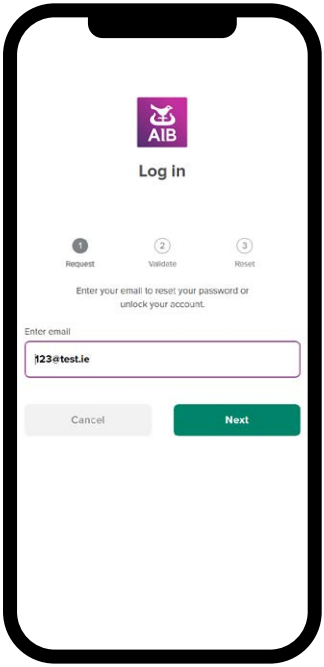


You can also find your Registration Number in our mobile banking app under 'Settings' and 'Profile'.

Forgotten Email or Password

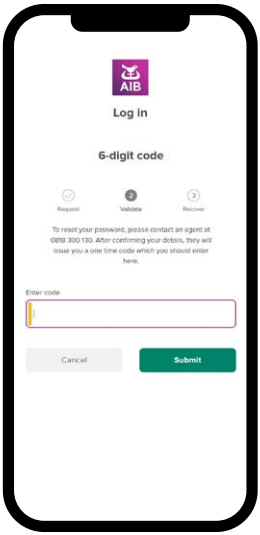
1. If you are using your email address and password to log in and you forgot your email address, click 'Trouble logging in?'
2. We'll give you instructions and a phone number to call.
3. Choose 'Mortgages' when you call us.
4. We'll give you the email address you use to log in.





Forgotten Email or Password
(continued)

1. If you are using your email address and password to log in and you forgot your password, enter your email address. Click 'Login'.
2. Click the 'Forgot your password?' link.
3. Enter your email address. Click 'Next'.
4. We'll give you instructions and a phone number to call. Choose 'Mortgages'.
5. Click 'Mortgages'.
6. We will confirm your details and send you a one-time code to enter into the box on the screen.



Allied Irish Banks, p.l.c. is an authorised agent and servicer of AIB Mortgage Bank u.c. in relation to origination and servicing of mortgage loans and mortgages. Allied Irish Banks, p.l.c. is regulated by the Central Bank of Ireland. AIB Mortgage Bank u.c. are regulated by the Central Bank of Ireland.

Drop in to any branch, or visit
→ https://mymortgage.aib.ie/

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