


# OneFamily Portal Registration Process

# OneFamily Lifetime Mortgages – Registration Process

Proceed to [www.onefamilyadviser.com/lifetime-mortgages/](http://www.onefamilyadviser.com/lifetime-mortgages/) and click on 'Register'

These materials are intended for use by Financial Advisers only

Contact us Register Log in


  
**onefamily**  
modern family finance

Lifetime Mortgages Over 50s Life Cover Working Together Product Support

## OneFamily Lifetime Mortgages

- ✓ A range of lump sum lifetime mortgages including Fixed and Variable rates
- ✓ Option to make monthly interest payments or more flexible payments
- ✓ Direct, easy access to our sales and underwriting teams
- ✓ All products comply with Equity Release Council Standards

Log in > Register >



**COVID-19: We are here for you and want to keep you informed at this time**

For details of our response to the current situation, our continuing service and support and how to get in touch with us

Please visit our Lifetime Mortgage [Coronavirus Hub Page](#).

# OneFamily Lifetime Mortgages – Registration Process

## To register:

- Enter your Firm FCA number (not the Network FCA number)
- Complete all information and create your password and memorable word (required in case of password reset)
- Your password should be a minimum of eight characters and up to a maximum of twelve characters, containing a mixture of uppercase and lowercase letters and at least one number

## To log-in to your account

- Please enter your username (which is your work email address), your password and three random letters of your memorable word
- If you forget your password please contact [oflm.sales@onefamily.com](mailto:oflm.sales@onefamily.com) or call 0800 802 1645\* and select option 2

\*Lines open 9am - 5.30pm, Monday to Friday. We might record your call to help improve our training and for security purposes. Calls to 0800 or 0808 numbers are free from UK landlines and personal mobiles. With business mobiles the cost will depend on your phone provider. If you'd like to know more, please ask your provider.



# Registration Process – Personal Details

■ PERSONAL DETAILS

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Title *	<div>▼</div>	
First name *	<div></div>	
Surname *	<div></div>	
Date of birth *	<div></div>	
Telephone *	<div></div>	
Mobile	<div></div>	Required if you would like to receive SMS updates
Fax number	<div></div>	
Email *	<div></div>	
Re-enter email address *	<div></div>	

# Registration Process – Log-in Details & Security Questions

## ■ LOGON DETAILS & SECURITY QUESTIONS

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User Name? \*

Your password should be a minimum length of 8 characters and up to a maximum length of 12 characters, containing a mixture of uppercase and lowercase characters and at least one numerical character.

Password \*

Confirm password \*

Please provide answers to the following questions. The answers to these questions will be used to verify your identity should you forget your password.

Place of birth? \*

First school? \*

Mother's maiden name? \*

Your responses to these security questions may be used to verify your identity where password re-set is required.

Your memorable word should be a minimum length of 8 characters

Memorable word? \* ⓘ

Memorable word reminder \* ⓘ

## ■ TERMS & CONDITIONS

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To view our terms and conditions click [here](#)

\* Information is compulsory

☐ Accept terms & conditions

◀ Back

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