



MyAccount
leasehold

Contents

- 1 What is **MyAccount**
- 2 Viewing your online statements
- 3 Setting up a Direct Debit
- 4 Making an online payment
- 5 Updating your details
- 6 Contact us
- 7 MyAccount security
- 8 Accessing **MyAccount** from a shared computer
- 9 Further information

What is **MyAccount**?

MyAccount allows leaseholders/freeholders to securely:

- Access their personal information, including account details
- Set up a Direct Debit
- Make an online payment
- Contact us
- Update their personal details

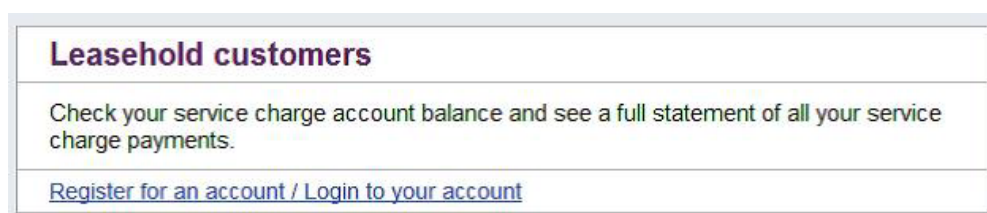
In the future we will look to expand **MyAccount** to enable leaseholders/freeholders to complete a variety of tasks including repair requests and online surveys.

The information that you can see on **MyAccount** is live so it's up-to-date. It is the same information used by us at Anchor. **MyAccount** can be accessed from the Anchor website (www.anchor.org.uk).

Viewing your statement online

One of the key benefits of **MyAccount** is it allows leaseholders/freeholders to securely access information about their service charge account. **MyAccount** ensures that leaseholders/freeholders can always get up-to-date information about their balance and payment details.

After successfully logging into **MyAccount** you will need to select the required service. In this case you would click the blue highlighted link below 'Leasehold customers'.



This will open the Your Account Overview screen. This initial screen is an overview of the accounts you hold with Anchor. Multiple accounts will be shown where relevant. The information in these accounts cannot be edited or deleted.

The information available on this screen is:

- 1 Payment reference will show the unique reference number of this account
- 2 Account address will display the property address of this account
- 3 Account type shows the account type
- 4 Account start date indicates the date that the account starts
- 5 Current account balance will show the current balance of the account
- 6 Account status will show this as a current or former account
- 7 Payment method will display the payment method of the account
- 8 Clicking on the 'Click here for further details' button takes you to your account service charges page.

Leasehold Customers	
Payment Reference	
Account Address	
Account Type	LEASEHOLD SERVICE CHARGE ACCOUNT
Account Start Date	29/09/2004
Current Account Balance	137.10 DR
Account Status	Current
Payment Method	
CLICK HERE FOR FURTHER DETAILS REGISTER FOR DIRECT DEBIT	

The service charge account screen displays the charges that have been applied to this account and the periods that the charges are applied from and to. The first section displays the account information – this helps to ensure you are in the correct account where multiple accounts exist.

The information available on this screen (image 1) is:

- 1 Payment reference shows the unique reference number of this account
- 2 Account type shows the account type
- 3 Current account balance will show the current balance of the account
- 4 Payment method will display the payment method of the account.

Northgate Self Serve Home Account Service Charges	
Account Service Charges	
Payment Reference	<input type="text"/>
Account Type	LEASEHOLD SERVICE CHARGE ACCOUNT
Current Account Balance	152.09 DR
Payment Method	Standing Order

The next section is a history of the charges that have been applied to this account. The current or most recent is always at the top.

The information available on this screen (image 2) is:

- 1 Search from and to with the 'Search' button
- 2 Service is a description of the service applied to the account
- 3 Start date is the date the service is charged from
- 4 End date is the date the service is charged to

- 5 Monthly charge is the monthly cost of this service
- 6 Clicking on 'Go to account statement' provides a detailed statement for the account.

From (DD/MM/YYYY) To (DD/MM/YYYY)

Service	Start Date	End Date	Monthly Charge
Service Charges (not Supported) / GMS March Year End	01/04/2014	31/03/2015	154.59
Service Charges (not Supported) / GMS March Year End	01/04/2013	31/03/2014	152.09
Service Charges (not Supported) / GMS March Year End	01/04/2012	31/03/2013	147.45
Service Charges (not Supported) / GMS March Year End	01/04/2011	31/03/2012	131.84
Service Charges Supporting People / GMS March Year End	01/04/2011	31/03/2012	9.39
Service Charges Supporting People / GMS March Year End	01/02/2011	31/03/2011	8.50
Service Charges (not Supported) / GMS March Year End	01/02/2011	31/03/2011	132.73

1 - 7

[Go to Account Statement](#)

Your account statement shows all transactions recorded on the account (Anchor's earliest records start on the 1 April 2003) with the most recent transactions first. The list of transactions can be refined by selecting the calendar from and to dates and clicking search.

Setting up a Direct Debit

Direct Debit provides an easy way for you to pay your service charge automatically each month. If your service charge amount changes, your payment can be automatically updated without you having to do anything. We will always give you notice of any changes before they happen.

Setting up a Direct Debit couldn't be easier. Click on the 'Register for Direct Debit' button and follow the instructions to fill in your bank account details. If you are already registered to pay by Direct Debit and wish to amend your Direct Debit please call us on **0800 731 2020**.

Leasehold Customers

Payment Reference

Account Address

Account Type LEASEHOLD SERVICE CHARGE ACCOUNT

Account Start Date 14/08/2015

Current Account Balance 500.00 DR

Account Status Current

Payment Method Direct Debit

[CLICK HERE FOR FURTHER DETAILS](#)

[REGISTER FOR DIRECT DEBIT](#)

1 - 1

Making an online payment

Making an online payment is quick and simple. Simply click on the 'Click Here For Further Details' button on your account overview.

Leasehold Customers	
Payment Reference	<input type="text"/>
Account Address	<input type="text"/>
Account Type	LEASEHOLD SERVICE CHARGE ACCOUNT
Account Start Date	14/08/2015
Current Account Balance	500.00 DR
Account Status	Current
Payment Method	Direct Debit
CLICK HERE FOR FURTHER DETAILS	
REGISTER FOR DIRECT DEBIT	
1 - 1	

Once on your Account Service Charges page click on the 'Go To Account Statement' button on the bottom right of the page.

1 - 19	GO TO ACCOUNT STATEMENT
	BACK TO ACCOUNT SUMMARY

Then click on the 'To Make a Payment Online' button at the top of the page.

Account Statement	
Payment Reference	<input type="text"/>
Account Type	LEASEHOLD SERVICE CHARGE ACCOUNT
Current Account Balance	0.00
TO MAKE A PAYMENT ONLINE CLICK HERE	

On this page your PRN will be automatically populated and you will need to enter the amount you wish to pay and click the 'Next' button.

Make your payment

Please enter your Payment Reference Number (PRN) Step 1 of 3

Payment Reference Number


PRN *

19 digit number from your card or barcode

Amount * £

Items marked with * must be completed

Next



The next page will display a summary of your payment amount details and PRN. Please check the amount is correct and click 'Next'. You can click the 'Back' button if you wish to change the amount or click the 'Cancel' button to end the online payment process.

Make your payment

Please confirm the payment details

Step 2 of 3

Payment Summary

Payment to ANCHOR TRUST

PRN

Amount £1.00

Back

Next

Cancel



On the last page you will need to enter the 16 digit number along the front of your payment card, the expiry date and the security code (the last 3 digits on the signature strip on the back of your card).

Please enter your name as it appears on the card in the 'Cardholder Name' field and click the 'Pay Now' button to complete your online payment.

Make your payment

Please enter your payment details

Step 3 of 3

Secured By 256bit SSL Cert

Card Number



Expiry(mm/yy)

Security Code

Cardholder Name

PAY NOW

Cancel

You can click the 'Cancel' button at any stage to end the online payment process.

Updating your details

The customer details section allows you to view and update your personal details with any changes to your circumstances. You can update members of the household and also view any current applications you have with us.

Customer Details

View the details we have on record for you

[Register for an account / Login to your account >](#)

The information available on this screen is:

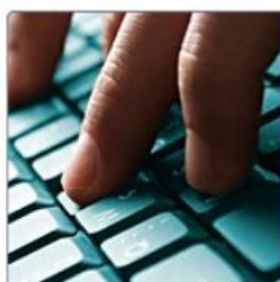
- 1 Your main account details.
- 2 Your contact information
- 3 Other details about you
- 4 Correspondence address
- 5 Any people associated with your household

Contact Details			
Contact Type	Valid From	Contact Information	
Email	11/11/2013	<input type="text"/>	DELETE CONTACT
Mobile	27/11/2008	<input type="text"/>	DELETE CONTACT
Telephone	14/08/2008	<input type="text"/>	DELETE CONTACT
ADD NEW CONTACT			

You can use the orange buttons to amend any section you require. Some changes may require you to submit further evidence to verify the change – if you do, we will follow up with an email to your registered email address and explain exactly what you need to provide.

Contact us

The contact us section allows you to submit your complaint, compliment and enquiry online.



Contact Us

If you want to get answers and information, you can Contact us online.

We also welcome feedback on any aspect of our services

[Register for an account/Login to your account >](#)

Firstly, choose the reason you would like to contact us.

Contact us

Please choose the reason for contact.

* Reason for Contact

Please Select

▼

NEXT

Simply fill in the form and submit your contact. If your issue is urgent it may be better to call us on 0800 731 2020 Monday to Friday, 8am to 6pm, Saturday 10am to 4pm. We aim to look in to your query within 48 hours.

MyAccount security

Anchor takes the security of all customer information extremely seriously. In order to protect the security of personal data held within **MyAccount**, the system closes if you're logged in but haven't used it for 10 minutes or more.

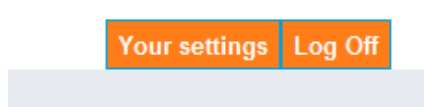
Should you forget your password, this can be reset and reissued automatically by clicking on the [Forgotten your password?](#) link on the log in screen.

The password will be reset automatically and an email will be issued to your registered email address containing these revised details. If you do not receive an email or if you have forgotten your username contact the Customer Centre on **0800 731 2020**. You will be asked a number of security questions to confirm your identity, ensuring we only pass information to the correct person.

Accessing MyAccount from a shared computer

If the computer used to access your account information is used by other people (for example a computer in a public library), it is strongly advised that you log off before leaving the computer and close the web browser. This will protect your personal details from being seen by another user.

Simply click the **Log off** button in the top right of the **MyAccount** web page and then close the current web session, and ideally delete your browsing history.



Further information

Should you have any questions about registering, accessing or using **MyAccount** please call us on **0800 731 2020** Monday to Friday, 8am to 6pm Saturday 10am to 4pm or email us at contact@anchor.org.uk