

How to activate your account

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How to activate your account

Activation email

We'll send you an email containing a link to activate your PUMA for Intermediaries account. Once received, click on the 'Activate account' button to start the activation process.



0



Enter your user name

Once selected, a new window will open in your internet browser. Your user name is your intermediary business email address. Please enter your email address and click 'Send request'.



Receiving a one-time passcode

If the business email you enter is recognised, we'll send you an email containing a one-time passcode.

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Enter the one-time passcode provided into the authentication screen and click 'Sign On'. You will not be able to click the 'Sign on' button until a 6 digit passcode has been entered.

Email contrio	ation	
Enter the pass	code you rocelvo	sl.
	5211	/4
Clungo	Device	Sign On
	Setting	5



Authentication is successful

Once you have entered the one-time passcode, we'll authenticate your account.

	Authenticated
Copyright 611 5003-5	Settings Ping D

Creating your password

Once we have authenticated your account, we'll ask you to create a password to log into your PUMA for Intermediaries account. Please enter and confirm your password and then click 'Submit'.

Please choose a password which contains a minimum of 12 characters using a mix of uppercase, lowercase, numbers and special characters.





Your passwords do not match

An error message will be displayed if the passwords you have entered do not match. Please re-enter your password(s) and click 'Submit'.

B PUMA for Intermediaries
r password
Alidate Complete does not match, please try sgain.
Submit

Your password does not meet minimum requirements

We'll display an error message if the passwords you have entered match but does not meet our minimum requirements. Please choose another password which contains a minimum of 12 characters using a mix of uppercase, lowercase, numbers and special characters.

Enter y	our password	1
0	3	
Request	Validate Complete	
Your passwer require	ord does not meet our minimum rements, please try again.	
New password		
1		
Confirm new pass	word	
Gana	Submit	



Activation is successful

If your password has been set successfully, we'll display a confirmation message. Click 'Login' to log into your PUMA for Intermediaries account using your intermediary email address and password.



We'll also send an email to confirm your account activation.

0	HTB PUMA for Intermediaties
	PUMA - Password Change
	Dear abbie creed@htbplc.co.uk, Your username and password have been reset.
	If you didn't make this request, please contact <u>specialistmortgages@htb.co.uk</u> HTB Specialist Mortgages
	The specialist bank
FO Regula Ou	Get in touch Trust Bank Pic is authorised by the Prudential R INTERMEDIARY USE ONLY @ 2020 Hampshire Trust Bank Pic is authorised by the Prudential tion Authority and regulated by the Prudential Regulation Authority and the Financial Conduct Authority. r FRN number is 204601. We are a company registered in England and Wales, registration number 01311315

Trouble activating your account?

My business email wasn't recognised

If you enter an email address that is not recognised, the following message will be displayed.



Click 'Continue' which will take you back to the Activate your PUMA accounts screen. Please re-enter your correct username click 'Send request' or contact us at **specialistmortgages@htb.co.uk** if the problem persists.

	С		JMA for termediaries	
Activ	vate yo	ur PU	MA acc	ount
	0	0	3	
	Request	Validate	Complete	
Enter y	our business en _{Usemame}	nail to activa	ate your PUMA a	account.
	example@interme	diary.co.uk		
	Canto	Se Se	nd request	

PUMA for Intermediaries

🌔 НТВ



My one-time passcode (OTP) wasn't sent

If you did not receive an email with an OTP please check your junk email. Failing this click on 'Resend Passcode' to receive a new OTP and enter the passcode. Note: the previous OTP will no longer be valid.

	cation	
Email sent to Enter the pase	Email 1 (ab****@h scode you receive	tb.co.uk) d
	Resend Pass	code
	\sim	
Change	Device	
	_	
	C. 19.1	_
	Settings	5

My OTP is invalid

An error message will be displayed if the OTP you have entered is invalid. Please check and re-enter the one-time passcode and click 'Sign On'.

	Invalid passcode
Authen	ntication
Email sent Entor the p	i to ab****@htb.co.uk asscodo you received
	nge Device
	Settings

If you've checked that the OTP entered matches the one in your email but you're still seeing the error message, click 'Resend Passcode' to receive a new OTP and enter the passcode.



My OTP has expired

If your OTP has expired please click 'Continue'



This will direct you back to **puma.htb.co.uk** where you can log into your account if already activated.

C) HTB	
PUMA for Intermediaries	Existing intermediaries
As a specialist lender with the strength of a bank we offer what others can't. We have the power to help you deliver bespoke and complex funding solutions for your clients. From the innovative product range to the dedicated specialist at each stage, we aim to give you, the intermediary, the confidence your client is in safe hands.	Hearn State Rogging in? Rease contact the HEI's task on 020 7042 R0244 or email us. We are upon firm then to Join Munday to Filday restuding bank holdays.
To support you, our Puma for intermediaries system allows you to submit applications, upload documents ad track your applications through to completion,	
Contact HTB's specialist mortgages team on 020 7862 6244 or email us. We are open 9am to 5pm Monday to Friday, excluding bank holidays.	

If not you'll need you'll need to complete the activation process by using the link in the activation email we sent you (before you can log in). Please click 'Activate account'.

Activate yo	our PUMA for Intermediaries
	account
Dear Abbie.	
Welcome to PU	WA for Intermediaries, our online portal for
Specialist Mortg	lages.
It's simple to a	tivate your PUMA account, click on the button
below and follo password.	w the steps to set up your username and
As part of the p	rocess we'll send you a one time passcode
(OTP) to auther	ticate you via Ping ID.
Activate accou	
HTB Specialist A	Aortgages



Authentication of my account was unsuccessful

If we can't authenticate your account you'll see the message below, please click 'Continue' to try again.



This will direct you back to **puma.htb.co.uk** where you can log into your account if already activated.

() HTB	
PUMA for Intermediaries	Existing intermediaries
As a specialist lender with the strength of a bank we offer what others can't. We have the power to help you deliver bespoke and complex funding solutions for your clients. From the innovative product range to the dedicated specialists at each stage, we aim to give you, the intermediary, the confidence your client is in safe hands.	Figsts - Heating trouble logging in? Rease contact the HEE's take on (20 YPE 2044 or email is; We are upon frien then to Spin Monday to Fiddy encluding bank hold ge.
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If not you'll need you'll need to complete the activation process by using the link in the activation email we sent you (before you can log in). Please click 'Activate account'

Act	ivate your PUMA for Intermediaries'
	account
Dea	ar Abbie,
We Spe	come to PUMA for Intermediaries, our online portal for cialist Mortgages.
It's bel pas	simple to activate your PUMA account, click on the button ow and follow the steps to set up your username and sword.
As (part of the process we'll send you a one time passcode 'P) to authenticate you via Ping ID.
C	ctivate adopuint
нт	3 Specialist Mortgages
	SHTB The specialist bank



The page has expired

If you take too long to activate your account, for security the page will expire. Please click on 'Continue' to try again.



This will direct you back to **puma.htb.co.uk** where you can log into your account if already activated.

() HTB	
PUMA for Intermediaries	Existing intermediaries
As a specialist lender with the strength of a bank we offer what others can't. We have the power to help you deliver bespoke and complex funding solutions for your clients. From the innovative product range to the dedicated specialists at each stage, we aim to give you, the intermediary, the confidence your client is in safe hands.	Haan Haang trouble logging in? Rease contact the HEE's taue on t20 7962 6244 or email in . We are upon from the to Spin Monday to Friday entuding bank hold age.
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If not you'll need you'll need to complete the activation process by using the link in the activation email we sent you (before you can log in). Please click 'Activate account'





Activation of my account was unsuccessful

If your password set up fails, we'll display the message below and send you an email to confirm. Click 'Continue', this will direct you back to the start of the activation process.



You'll need to click on the 'here' link which will take you back to the start of the activation process.





Please re-enter your username and click 'Send request'.

	🗘 н	TB PU	IMA for termediaries	
Activa	te you	ur PU	MA aco	count
	1	2	3	
	Request	Validate	Complete	
Enter your l	ousiness em ername	ail to activa	te your PUMA	account.
	example@intermed	liary.co.uk		
	Cancel	Ser	nd request	

I cancelled my account activation

If you have cancelled your account activation by clicking the 'Cancel' button.

	PUMA for Intermediaries
Activ	vate your PUMA account
	1 2 3
	Request Validate Complete
Enter yo	our business email to activate your PUMA account.
	Caucal Send request
	Conser Contractions



You'll receive the message below click on 'Continue' to start again to activate your account or use the link in your activation email if you want to try again at another time.

