

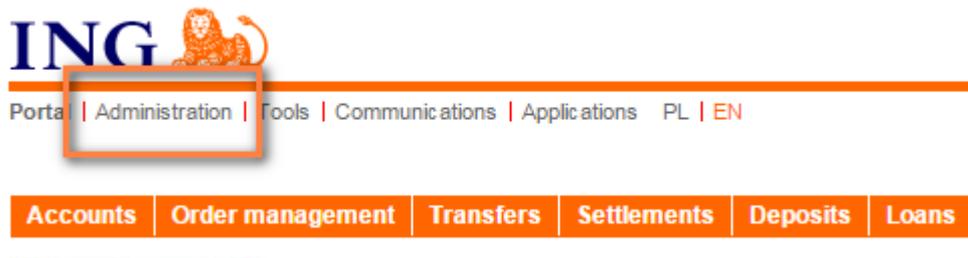


HOW TO CHANGE MOBILE PHONE NUMBER IN ING BUSINESSONLINE FOR MY USER?

Use the manual if you want to change the current mobile phone number for your user. For the change to be approved it is indispensable to receive and copy the text message code sent to the currently provided phone number and sign an application in line with the approval scheme for system applications.

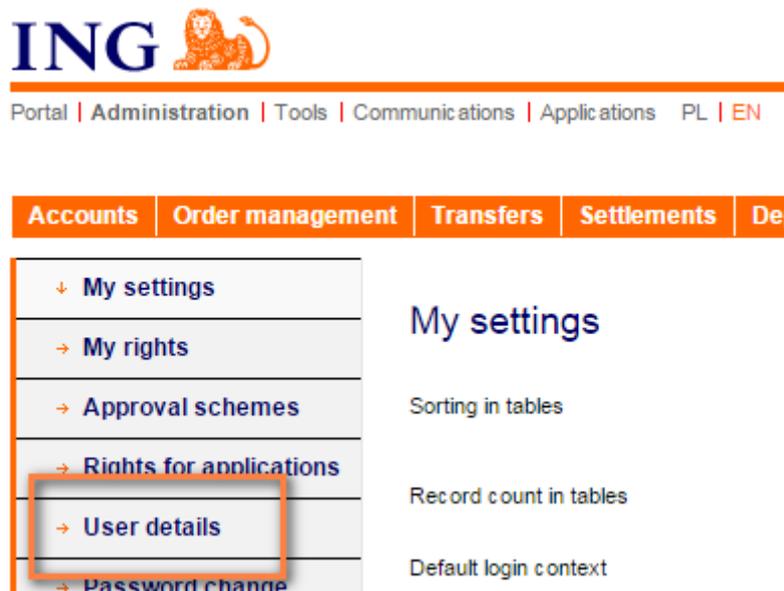
STEP 1

After logging into ING BusinessOnLine system select **Administration** in the upper menu.



STEP 2

Select **User details** from the side menu.



STEP 3

Under contact telephone number check whether the phone number was provided in the system. Should the phone number be provided you will see its four digits, e.g.: **XXXXXX1234**.

Contact telephone number

XXXXXX4849

Should the mobile phone number not be provided you will see on right: **XXXXXXXXXX**.

Contact telephone number

XXXXXXXXXX

STEP 4

If you do not have the provided phone number or you want to change it, click **Address data change** next to your surname and first name. The form field will be editable.

User data

Full name

WILK MAGDALENA

→ Address data change

STEP 5

Provide your current mobile phone number without space and Poland's area code. If you use the foreign mobile operator services, precede the phone number with the country's area code, e.g. +39.

Change in address details

Company	<input type="text"/>
Address	<input type="text"/>
Surname and name	<input type="text" value="MAGDALENA WILK"/>
PESEL / ID number	<input type="text"/>
Correspondence delivery company	<input type="text" value="Company ABC"/>
Street	<input type="text" value="street ABC"/>
Town	<input type="text" value="city ABC"/>
Postal code	<input type="text" value="00-001"/>
Country	<input type="text" value="POLAND"/>
Phone number	<input type="text" value="+48987654321"/>
E-mail	<input type="text" value="e-mail@adress.com"/>

Attach file from your phone

Add attachment

Back

Approve

STEP 6

Upon introduction of current data click **Approve**.

Attach file from your phone

Add attachment

Back

Approve

STEP 7

To introduce changes select **Sign and Send**.

Change in address details

Company	
Address	
Surname and name	MAGDALENA WILK
PESEL / ID number	
Correspondence delivery company	Company ABC
Street	street ABC
Town	city ABC
Postal code	00-001
Country	POLAND
Phone number	+48987654321
E-mail	e-mail@adress.com

Back

Save

Sign

Sign and send

STEP 8

You will receive a text message on your mobile phone number indicated in the system. The authorisation code consists of eight digits. Copy the text message code in the field on the bottom of the form. Approve entered text message code by clicking **Sign and Send**.

Please, provide SMS code No.:

Cancel SMS code

Back

Sign

Sign and send

STEP 9

If the above communication is displayed the mobile phone number has been changed.

Thank you, your application has been sent.

If the following communication is displayed:



The application has been signed, but failed to be sent. It is necessary to sign the application accordingly to Client representation

it means that your signature does not suffice to change the phone number. The request to change address data that you prepared is in the tab **Applications – Applications review**. Such a request should be signed in line with the approval scheme for system applications effective at the company where you developed the application.

If you have any questions or doubts, we invite you to contact **ING Business Centre** at the number **32 357 00 24** or **801 242 242** or send an e-mail to the address **bc@ingbank.pl**. The Hotline is open Monday to Friday, from **8:00 a.m. to 6:00 p.m.**
