

ING launched verification of phone calls in Moje ING application.

By verifying a phone call from ING, users are able to check during a phone call whether or not the call was made by a bank employee. The tool shows the details of the ING employee making the call or an alert that the call is suspicious. That way clients can get assurance that they are talking to the right person and exclude fraud (the so-called spoofing).

Spoofing, or tricking your phone's caller ID into showing an official phone number, is a popular way of bilking money. There are many variants of spoofing, but all of them use a phone connection.

How does verification of phone calls from ING work?

When a client uses the mobile application and has not blocked PUSH notifications, during a phone call from the Bank ING will send a PUSH notification that it is a bank employee calling.

A PUSH notification is a notification from the application. Do not mistake push notifications for text messages (SMS) which fraudsters can also impersonate.

Using (clicking) the PUSH notification will start the Moje ING mobile app. Once you have logged in, you will be immediately rerouted to the screen with information on the caller. You will see the first and last name of the ING employee making the call which must match the details given by the employee at the beginning of the call.

If you have not received any PUSH notification, consider it a red flag. You should then start the application yourself and choose the option "Check whether it's ING on the phone" on the pre-login screen. A message will be displayed once you log in.

If you feel anything is wrong, hang up immediately.

Verification of phone calls from the bank is available in Moje ING and:

- by choosing Help and Contact, tab "Contact us" and the option "Call the infoline". You will find the button "Check phone call from ING" below the infoline details.
- the function is also available in the Services menu, Enhancing security, Verification of phone call from ING.
- in the shortcuts editing, you should add "Is it ING calling" from the list once you've logged in.

This applies to both the phone app, and the banking system you use in the browser.

Clients who do not have an ING app should:

- log into Moje ING via a computer or a phone browser. Add the shortcut "Is it ING calling" on the home page
- Once you have used that shortcut, you will see a confirmation and details of the bank employee who is making the call. If you do not see them, hang up.

[More information on verification of calls from ING](#)

[More on scam phone calls from the bank](#)