

Online identity verification with Moje ING app

ING has been the first bank in Poland to launch the process of identity validation in mobile app rather than in the browser. Clients who use the Trusted Profile can now validate their identity faster and easier, using their phone and biometrics and entering their PIN rather than a text message code.

ING has implemented a new solution for clients who get things done on their phone – from now on, they can validate their identity in Moje ING app and then go back to the process in a browser. The bank also implemented another facility – it replaced the text message codes entered in the browser by a PIN confirmation in the mobile application which makes the entire process considerably faster and easier. The new solution is in response to the development of the national system of electronic identity – the Trusted Profile and the National Node, and also the spike in websites that use identification nodes and which clients can log into to get their official- or commercial matter done.

How to validate your identity in the application?

- choose “logging via online banking” on the website of an authority or a service provider, and then select “ING”,

- you need to choose the option “Confirm in Moje ING app” – you will then be rerouted to the application where you can confirm your identity in a quick and safe manner,

- the process is then continued in the application where you can use biometrics rather than the password and enter your PIN rather than a text message code – it’s easier and faster.

Logging into the mobile application is applicable to processes that the client performs on the phone. Replacing the authorisation text messages with confirmation via the mobile application is a facility for clients who carry out a process using their computers.

We will continue working on the new functionality – as it is, clients can sometimes get to places that still require logging in the browser.

Other means of identity validation online:

Official matters

Setting up an online trusted profile is free of charge. Clients who confirmed their personal data in a bank outlet – a meeting place can do it in Moje ING. The profile is valid for three years.

Commercial matters

You can prolong your agreement with a mobile network operator or take out a life insurance policy and do many other things from the comfort of your home. To use the service, you should choose the option of logging or identity confirmation with mojelD on the website of a given service provider.

Qualified signature

You can sign documents in a safe and convenient way with a qualified electronic signature mSzafir.

- at time place and any time, using a one-off certificate,
- the electronic signature does not require any special reader or card,
- the e-signature has the same legal effect as your own hand-written signature.

For more information go to: <https://www.ing.pl/indywidualni/aplikacja-mobilna/dodatki/potwierdzenie-tozsamosci>