

My documents

Easily manage your documents online.

What?

“My documents” allows business customers to request and download almost all documents or certificates in Business'Bank and Telelink Online. This service is available for all types of businesses and institutions from self-employed entrepreneurs to large multinational companies and institutional organisations.

ING immediately makes many documents available online with automatic uploads even before customers have to ask for them. Other documents can be made available online on request or sent by post if an original signature is required.

Documents immediately available for download.

Documents immediately available for download to institutional customers.

Documents on request.

How?

1. Use the menu to go to the section.
 - a. Business'Bank: Day-to-day banking > My current accounts > My documents
 - b. Telelink Online: Day-to-day banking > Management > My documents
2. Choose the holder or legal entity for which you want to manage documents.
3. Choose the document you want to download or request.
4. You may also want to select the contract or account number linked to the document.
5. Your document will immediately be available for download or will appear in your Business'Bank or Telelink Online after a few days.

Advantages?

Easy, convenient, safe and direct. This service is available 24/7 in Business'Bank and Telelink Online.

Who?

“My documents” will only be available to you if ING knows you as a legal representative or if you have a mandate with signature authorisation for the account of the legal entity for which you want to request or download documents.

If you are a legal representative or you have a mandate with signature authorisation for the legal entity's account and you do not have access to the documents, please contact your ING liaison officer for more information.