

Belgians and mobile banking

69%

of Belgians have a smartphone.

51%

of Belgians who have a smartphone or a tablet use mobile banking.

38%

of Belgians who have a smartphone plan to pay increasingly with it in future.

Some Belgians who have a smartphone or a tablet do not use mobile banking. Why?

56%

do not trust the security of mobile banking.

Mainly



The ING Smart Banking app uses the same technology as Home'Bank and offers the same level of security.



Access to mobile banking is **doubly protected**: by your unique 6-digit PIN on the app and your PIN or fingerprint to activate your smartphone.



In case of loss or theft, you can block access to the app by calling +32 2 464 60 04 or via Home'Bank.

27%

claim that mobile banking does not offer anything more than the other ways to interact with their bank.

Mainly



You can view your account and make payments anywhere, any time. For instance, in the waiting room at the doctor's or before making a purchase when shopping.

Mobile banking has changed the way some Belgians manage their finances. How?

Control

49% assert to have more control over their finances.

Speed

27% say they pay their bills on time more often.

Convenience

10% say they save more.

Simplicity

28% say they bank less over their computer since they started to use mobile banking.

Fancy mobile banking with ING?
Go to [ing.be/smartbanking!](http://ing.be/smartbanking)

