

# Agent agreement

The best way to open accounts, manage mandates and identify proxy holders easily.

## What is an Agent Agreement?

An Agent Agreement allows a legal entity's legal representative to assign the following authorizations to other persons:

### 1. Opening accounts

The Account Opening Agent can open accounts online or at the branch.

### 2. Managing mandates

The Mandate Management Agent can manage the account mandates online or at the branch. He or she can also order Isabel cards.

### 3. Identifying agents

The Identification Agent can identify another person as a proxy or extra legal representative of an account on behalf of ING. The identification therefore does not have to take place at the branch. This is particularly convenient for proxies not living in Belgium.

## How to request an Agent Agreement

### 1. Select your agent(s)

The legal entity's legal representative(s) appoints the prospective agents who will receive specific authorisation. Future agents must

- be involved regularly in the opening of accounts or managing of mandates
- be a confidential adviser
- holding a stable position inside the organisation

### 2. Sign the contract

The legal representative(s) and the agents sign the contract with ING.

### 3. Use the authorisation

As soon as the contracts have been approved and signed, the agents take on their role. The Account Opening Agent and Mandate Management Agent can make appropriate use of Business'Bank and Telelink Online if they have at least 1 consultation mandate for an ING account.

## Why conclude an Agent Agreement?

- **To work more efficiently:** the legal entity's legal representative can delegate the opening of accounts and change of mandates to confidential advisers who are closely involved.
- **To reduce the paperwork:** agents will manage everything themselves when they open an account or change a mandate.
- **To ensure faster requests:** online requests are registered and confirmed immediately.
- **To ensure secure requests:** online requests are confirmed with an electronic signature.
- **Enjoy 24-hour services:** Business'Bank and Telelink Online allow agents to open accounts or change mandates 24 hours a day.

## Q&A

### Can 1 person take on several roles?

The roles of Mandate Management Agent and Account Opening Agent can be performed by the same person. The Identification Agent role cannot be combined with any other agent role.

### Can an Account Opening Agent open the legal entity's first account?

No. A legal entity's first account must always be opened according to the usual procedure. After this, an agent can be designated to open other accounts.

### Who should report a change of agents?

The legal entity is responsible for reporting any changes. A confirmation of the change is sent to the company on the account statements.

### Can a legal entity designate several agents?

Yes, a legal entity can assign authorisations to 1 or several persons.