

My documents

Manage your documents easily online.

What?

Using the 'My Documents' feature, business clients can request or download specific documents in Business'Bank and Telelink Online. This service is available to business clients and can be used by all sorts of companies and institutions: from self-employed individuals to large multinational or institutional organisations.

Examples of documents that you can download:

- Fiscal certificate for Business loans
- Fiscal certificate for financing holiday allowance ING
- Fiscal certificate for financing premium end of year ING
- Fiscal certificate for investment loans
- Fiscal certificate for tax prepayment

Examples of documents that you can request:

- Certificate any current collateral
- Certificate any current loan
- Certificate of no arrears on current loans
- Statement of outstanding balance
- Notary attestation
- Auditor's bank certificate
- Bank identity statement
- SEPA Transfer templates 'beneficiary'

How?

1. Access the functionality through the menu:
 - a. Business'Bank: Day-to-day banking > My current accounts > My Documents
 - b. Telelink Online: Day-to-day banking > Management > My documents
2. Select the holder or legal entity or enter the enterprise number for which you want to manage documents.
3. Select the document group you want to download or request.
4. If necessary, select a contract or account number linked to the document.
5. Your document will be available after a few days in Business'Bank or Telelink Online.

Advantages

Easy, convenient, safe and direct. This service is available 24/7 via Business'Bank and Telelink Online. Some documents will be immediately available for download in 'My Documents', others will be available for you to download a few days after you make an online request: how easy, convenient and flexible!

FAQ

Which documents can I access?

To access the content in 'My Documents', you need to be known to ING as the legal representative or you need to have a mandate with power to sign on behalf of the holder or legal entity for which you want to request or download documents.

- If you are a legal representative or you have a mandate with power to sign on behalf the holder or legal entity but do not have access to documents, contact your usual ING liaison officer for assistance.
- If your legal entity wants to grant you a mandate on the account for which you need documents, please make the request directly in:
 - a. Business'Bank via 'Day-to-day banking > My current accounts > Accounts of legal entities > Account mandate'
 - b. Telelink Online: Day-to-Day banking > Account information > Accounts of legal entities > Account mandate
- The 'My Documents' feature is not available for customers outside of Belgium or Isabel function card users.

Examples of documents available in "My Documents"	Fee	Method of acquisition	By whom?
Auditor's bank certificate	€50/€100	Request	Only the legal representatives (known to ING) and the mandate holders with power to sign on at least one of the accounts of the legal entity/self-employed private individual.
Solvency certificate	Free		
Ultimate beneficial owners document (copy)	Free		
Statement of loans	Free		
Certificate any current collateral	Free		
Certificate any current loan	Free		
Certificate of no arrears on current loans	Free		
Statement of outstanding balance	Free		
Notary attestation	Free		
Bank identity statement	Free		
SEPA Transfer templates "beneficiary"	Free		
Amortisation table loan	Free		
Certificate of payment of principal and interests	Free		
Fiscal certificate for investment loans	Free		
Fiscal certificate for Business loans	Free		
Fiscal certificate for financing holiday allowance ING	Free		
Fiscal certificate for financing premium end of year ING	Free		
Fiscal certificate for tax prepayment	Free		

This overview does not mention all the available documents. New documents will be regularly added.

For some documents, an express delivery can be requested with an additional cost.

The price of some documents can also vary depending on the complexity to create the document:

- The price of an auditor's bank certificate is
 - 50 euros if the organisation has only accounts and no securities (stocks, options) or credits.
 - 100 euros if the organisation has accounts and securities (stocks, options) or credits.

The price of the document is always mentioned when you request or download documents.