



PSD2 Subscription request

Work instruction



do your thing

# Using ING Wholesale Banking PSD2 services

- With the introduction of PSD2 Access To Account (XS2A) in 2018, customers are enabled to use the banking services of a third party provider to access and manage their ING accounts
- When using an Inside Business (IB) interactive channel, an IB user first has to request a PSD2 subscription in order to be able to give a grant to a TPP to access an account.
- The PSD2 Subscription request can be found in the IB menu under Services

The screenshot displays the 'Initiate service request' page in the ING InsideBusiness portal. The left-hand navigation menu includes 'Dashboard', 'Profile and settings', 'Payments', and 'Services'. The 'Services' menu is expanded, and 'Initiate service request' is highlighted with an orange circle. An orange arrow labeled 'Select' points to this option. The main content area shows a form titled 'General information' with the following fields:

- Service request type \* (Dropdown menu, selected: PSD2 subscription request)
- Company contact (Text input field)
- Restricted access \* (Dropdown menu, selected: Please select)
- Company name \* (Dropdown menu, selected: Please select)
- Company reference (Text input field)

\* indicates mandatory fields

Buttons: Cancel, Next >

# Selection of a proper Service request type

- After selecting Service Request, you can select the Service Request type – PSD2 subscription request

InsideBusiness

Initiate service request

1 2 3

Dashboard

Profile and settings

Payments

Services

Initiate service request

Service requests

Initiate onboarding new entity

Complete onboarding new entity

←

General information

Service request type \*

Company contact

Restricted access \* ⓘ

Company name \*

Company reference ⓘ

\* indicates mandatory fields

PSD2 subscription request

Please select

Account closing

Account modification

Asia Paper Payment Initiation request

Cancel my payment

Collateral Release request

Confirmation EBICS T request

Copy of Statement

Corporate Admin request

Execute Payment request

Generic request

PSD2 subscription request

Payment inquiry request

Report Business incident

Sealbag deposit request

Cancel

Next >

# In the next screen, the user can do the following:

- Check /change the name of the user
- Indicate whether the PSD2 services should be applicable on all accounts or o subset of accounts
- Indicate what PSD2 services should be applicable
- Indicate the signing scheme
- Indicate a limit
- The same can be done for different users

InsideBusiness Initiate service request

Dashboard

Profile and settings

Payments

Services

Initiate service request

Service requests

Initiate onboarding new entity

Complete onboarding new entity

Request details

**+** User and Accounts

*The following natural person(s) is/are appointed and authorised to act as User. Any power granted to the User(s) so appointed shall apply to the Client's following accounts maintained with ING in Europe (if no accounts have been added, this POA shall apply to all of the Client's present and future payment/current accounts maintained with ING in Europe in whatever currency):*

**✗** 1. Full name \* O B ✓

User ID IB55555555

Services are applicable to all accounts \* Yes ✓

Service \* AIS - Account Information Service ✓  
CAF - Confirmation Availability of Funds ✓  
PIS - Payment Initiation Services ✓

Signing scheme \* Sign Solely ✓

Sign Solely \* Unlimited ✓

+ Add user entry

\* Mandatory field

< Previous Save as draft Next >

# Validation

- In the next step the user validates the information in the request

InsideBusiness Initiate service request Knowledge Centre Inbox

Please validate your input

General information

|                   |               |                 |                       |
|-------------------|---------------|-----------------|-----------------------|
| Company name      | name_36013552 | Company contact | name_36013552         |
| Company reference |               | Email address   | name_36013552@ing.com |

Request details

User and Accounts

*The following natural person(s) is/are appointed and authorised to act as User. Any power granted to the User(s) so appointed shall apply to the Client's following accounts maintained with ING in Europe (if no accounts have been added, this POA shall apply to all of the Client's present and future payment/current accounts maintained with ING in Europe in whatever currency):*

|   |   |
|---|---|
| 1. Full name                            | A.M.  |
| User ID                                 | IB55555555!   |
| Services are applicable to all accounts | Yes   |
| Service                                 | <input type="checkbox"/> AIS - Account Information Service <input type="checkbox"/> CAF - Confirmation Availability of Funds <input type="checkbox"/> PIS - Payment Initiation Services |
| Signing scheme                          | Sign Solely   |
| Sign Solely                             | Unlimited   |

< Go to section Save as draft Submit

- You can now track the fulfilment of the service request. Under Comments you can find remarks from ING when additional information is needed.

InsideBusiness Service request details Knowledge Centre Inbox Logout

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Service requests > Service request details

The service request has been created successfully.×

PSD2 subscription request Status: In progress / ING is processing

|                    |                      |                 |               |
|--------------------|----------------------|-----------------|---------------|
| Service request ID | SRID75020            | Company name    | name_36013552 |
| Creation date      | 28-Sep-2022 16:04:21 | Company contact | name_36013552 |

[+ Show more](#)

Request details Attachments Comments

| Name                                      | Attached at          | Eligible for e-signing | Signing status |
|---|----------------------|------------------------|----------------|
| PSD2_subscription_request_75020_en-GB.pdf | 28-Sep-2022 16:04:26 |                        |                |

[+ Add attachment](#)



**do your thing**