



ORDERING STARTER PASSWORD IN PAPER FORM SIGN-IN METHOD: CERTIFICATE

Use this manual, if:

- You sign in to the ING Business system with a method based on the certificate stored on an eToken/card
- You need to generate a new certificate, but you do not have the starter package yet; and
- You cannot or do not want to generate the starter password electronically — you want to receive the package in paper form

The starter package in paper form is sent against a [charge](#). Consider ordering the package in electronic form — use the manual [Ordering starter package in electronic form](#).

STEP 1

Contact ING Business Centre at the number **32 32 357 00 24** or **801 242 242 242** on a working day, between **8:00 a.m. and 6:00 p.m.** During the conversation the consultant will ask verification questions. Your order will be accepted after providing correct answers to the questions.

STEP 2

During the conversation, the consultant will accept your order to send the package. Remember that:

- The starter package is comprised of two parts: starter login and starter password. The package will be sent to you in two separate shipments (by two courier companies — one courier will deliver an envelope with the starter login, and another one — an envelope with the starter password).
- Starter login and starter password in paper form are valid **within 30 days as of their generation date**. The generation date can be found on the envelope.
- The starter package in paper form is sent against a charge in accordance with the current [Table of Fees and Commissions](#).
- If you want your package to be sent to another address than that provided in the system, do not forget to mention it during the conversation.

STEP 3

We will send to you a starter package which is comprised of two parts:

1. STARTER LOGIN

- We have sent it to the correspondence address provided in ING Business.
- **It shall be valid for a period of 30 calendar days** from the generation date. You will find the date on the front of the envelope.
- When the login has expired, order new starter login and password – use the manual once again.



2. STARTER PASSWORD

- We have sent it to the correspondence address provided in ING Business.
- **It shall be valid for a period of 30 calendar days** from the generation date. You will find the date on the front of the envelope.
- When the starter password has expired, order new starter login and password – use the manual once again.

Remember Sending a starter package will block the existing certificate in the banking system — you will not be able to use it any more.

STEP 4

When you receive your starter login and password, generate a new certificate. Use the manual [Certificate generation](#).

Should you have any questions, please call **ING Business Centre: 32 357 00 24** or **801 242 242** or send e-mail to: bc@ingbank.pl. Our consultants are at your service on working days from Monday to Friday, **8:00 a.m. to 6:00 p.m.**
