



ORDERING STARTING PASSWORD IN PAPER VERSION

SIGN-IN METHOD: LOGIN AND PASSWORD

Use this manual, if:

- You do not remember the password with which you sign in to ING Business or your password has been blocked and
- You cannot or do not want to generate the starting password electronically — you want to receive it in paper form

The starting password in paper form is sent against a [charge](#). Consider ordering the package in electronic form — use the manual [Ordering starting password 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 from Monday to Friday, between **8:00 a.m. and 6:00 p.m.** During the conversation the consultant will ask verification questions which are necessary to accept your starter password order.

STEP 2

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

- the starting password will be sent to you by courier service.
- Generation of a starting password will block the existing access to the system — the existing sign-in password will be blocked permanently.
- starting password in paper form **is valid for a period of 30 days from its generation date**. The generation date can be found on the envelope.
- The starting password in paper form is sent against a charge in accordance with the current [Table of Fees and Commissions](#).
- If you want your starting password to be sent to another address than that provided in the system, do not forget to mention it during the conversation.

STEP 3

When you receive the shipment — you will have the starting password — you can sign in to the system. Use the manual [Signing in to the system with starting password](#).

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.**