



I DO NOT RECEIVE SMS CODES ING BUSINESS

Use this manual, if:

- You are sure that the mobile phone number provided in the system is correct, but
- you do not receive the authorisation code

STEP 1

Make sure that the telephone number provided in the system is correct:

- if you have access to the system, use the manual [How to check my contact data provided in the system?](#)
- if you do not have access to the system, but other employees of the company do have access, go to the manual [Updating contact data of another system user](#).
- Contact ING Business. After successful verification, specialists will either confirm or deny that the mobile phone number provided by you is currently entered to the system.

STEP 2

If the mobile phone number entered to the system is still valid:

- **turn off and on your mobile phone**
- **If you did not receive the message with SMS code after restarting the phone, make sure that you have access to the mobile network and that there is free space on your phone card**
- **Contact your network operator and report the problem**

REMEMBER THAT:

The SMS code of the ING Business has the recipient overwritten — when receiving such a message, you do not see the sender number, but only the addressee name: **ING**.

Some mobile networks — in particular foreign networks — block messages with the so-called overwrite. If your network operator confirms it is the case, you will have to enter to the system a phone number of another network. Use the manual: [Updating contact data for another system user](#)

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.**