



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 shows the 'Initiate service request' page in the ING InsideBusiness portal. The page title is 'Initiate service request'. In the top right corner, there are links for 'Knowledge Centre', 'Inbox', and 'Logout'. On the left side, there is a navigation menu with the following items: 'Dashboard', 'Profile and settings', 'Payments', 'Services', 'Initiate service request', 'Service requests', 'Initiate or boarding new entity', and 'Complete onboarding new entity'. The 'Services' menu item is highlighted with an orange circle, and an orange arrow points from it to the 'Initiate service request' option. Below the arrow, the word 'Select' is written in orange. The main content area is a form titled 'General information' with a progress indicator showing steps 1, 2, and 3. The form contains the following fields: 'Service request type' (dropdown menu with 'PSD2 subscription request' selected), 'Company contact' (text input field with a lock icon), 'Restricted access' (dropdown menu with 'Please select' selected), 'Company name' (dropdown menu with 'Please select' selected), and 'Company reference' (text input field). At the bottom of the form, there are 'Cancel' and 'Next >' buttons. A note at the bottom left of the form states '* indicates mandatory fields'.

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

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):

X 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

✓ ✓ 3

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

i 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	AIS - Account Information Service CAF - Confirmation Availability of Funds PIS - Payment Initiation Services
	Signing scheme	Sign Solely
	Sign Solely	Unlimited

< Go to sectionSave 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

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		i

[+ Add attachment](#)



do your thing