

Account Information Services

User guide web application

Final

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1 Account Information Services

1.1 Introduction

This user guide is meant for the users of the Account Information Services (AIS) and describes the functionality of the web application.

The AIS web application provides a service with which a BIC and IBAN code can be retrieved by entering an account number which is registered in the Equens database by the banks.

The optimal screen resolution for this web application is 1024 x 768 pixels.

All the account information used in the user guide examples is test data.

2 Contact information

Frequently Asked Questions (FAQ)

You can find answers to Frequently Asked Questions at our website www.equens.com ([Home](#) / [Support](#) / [Frequently asked questions](#)). For more information you can use the FAQ 'contact form' to ask your question.

Our website is available 24 hours a day, 7 days a week.

Customer Services Payments

For functional questions related to the functionality of the web application you can contact Customer Services Payments:

- Telephone number: 0900 - 0660 (option 2)
- Working days: Monday to Friday
- Trading hours: 08.30 AM - 05.00 PM

Support Desk

For technical questions related tot the connection, certificates, availability of the web application you can contact Customer Services Payments:

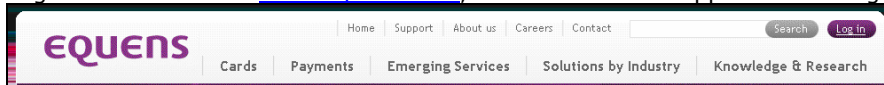
- Telephone number: 0900 - 0660 (option 3)
- Working days: Monday to Friday
- Trading hours: 08.00 AM - 06.00 PM
- E-mail: supportdesk@equens.com

3 Accessing AIS

The AIS web application is available on Target working days from 07.00 AM to 6.00 PM.

Make sure that you are authorised and that your pass is activated according to the standard registration procedure.

Log in on our website www.equens.com, choose in the left upper corner 'Log in'



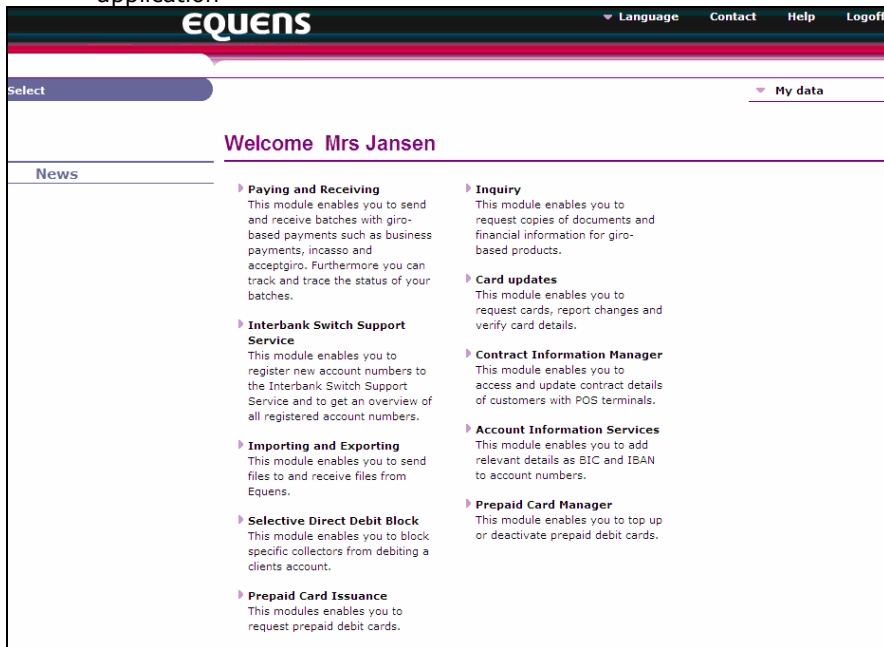
After logging in you will enter the main Internet services menu. In the right upper corner you can switch to the language in which you want the web pages to be displayed.

- Click on language to display a drop-down menu
- Choose <Nederlands> for the Dutch version
- Choose <English> for the English version



On the main menu,

- Choose the option > 'Account Information Services' to enter the AIS web application



3.1 Retrieve Account Information

Once you have chosen Account Information Services from the main menu, the 'Account Information Service' web page will be displayed. With this screen you can retrieve information about an account number.

- Enter the account number
- You will also receive information about the Bank Switch service because the option "Switch-over information needed" is by default selected. If not required, you can switch off this option.
- Choose <Next> to continue
- Choose <Cancel> to clear the screen

Account Information Services

Give the account number and indication if switch-over information is needed. Click "Next" to get the information.

Account Information Services

Account
295930209

Extra information
 Switch-over information needed ?

Cancel Next

3.2 Result

This screen shows the result of the query.

Account Information Services

Give the account number and indication if switch-over information is needed. Click "Next" to get the information.

Account Information Services

Account
295930209

Extra information
 Switch-over information needed ?

Result

Account number occurs in Bank Switch Service	: No
Account	: 29.59.30.209
IBAN	: NL92BIC0295930209
BIC	: BICCNL00009
IBN	: 009
Computer centre	: 00
Branche number	: 72000
Blocking information	: No blocking, all debits allowed
Type of account	: (Normal) current account
Expired	: No

Cancel Next

3.2.1 Results

If an account number is not known at Equens, the sections as mentioned above will be empty. Also if a ING seven-digit account number is entered, not all sections can be filled because Equens does not have the required information.

The result can contain the following specifications:

Section	Result
Account number occurs in Bank Switch Service	Yes: The Account number occurs and is active in the Bank Switch service No: The Account number does not occur or is not active in the Bank Switch service
IBAN	The IBAN based on the entered account number
BIC	The BIC code as registered at Equens
IBN	The Internal Bank Number belonging to the bank of the entered account number
Computer center	The Banks computer centre where the entered account number belongs to as registered at Equens
Branch number	The banks branch number where the entered account number belongs to as registered at Equens
Blocking Information	The block code of the account number as registered at Equens: <ul style="list-style-type: none"> • No blocking, all debits allowed • Blocked for all debit transfers • Blocked for direct debit (incasso) only • Blocked for credit transfers (creditor payments) only
Type of account	The type of account as registered at Equens: <ul style="list-style-type: none"> • (Normal) current account • Savings account • G-Account • Free account
Expired	The status of an account as registered at Equens: <ul style="list-style-type: none"> • No - account number is active • yes - account number has expired

4 Error messages

Error message	Error code	Explanation
Account Information Service temporary out of service	AIS001	
Sender unknown	AIS002	
Sender is not authorized for service (no contract)	AIS003	
Country code is not valid	AIS101	
Account number does not satisfy eleven check	AIS102	An account number has 9 to 10 numerical positions and must satisfy the eleven check. An ING account number can also have 1 to 7 numerical positions.
Account number is unknown	AIS103	Only information about Bank account numbers registered at Equens can be called up.
Account Number is not in the range of ING	AIS104	The seven-digit account number is not in the account number range of the ING
Account number does not satisfy layout Dutch account number	AIS105	An account number has 9 to 10 numerical positions and must satisfy the eleven check. An ING account number can also have 1 to 7 numerical positions.