

## FAQ ING Payconiq

### 1. What will this new App change for me as a Digicash user?

This new feature allows you to scan Payconiq QR codes in Luxembourg, Belgium or the Netherlands. You will also be able to send money to your friends or receive money from your friends who use the Payconiq or Digicash application.

### 2. Do I need to download a new app?

Yes, all you have to do is download the free ING Payconiq app from the App Store or Google Play by using your LuxTrust mean of connection (Token or Mobile) to set up a connection with your current account. Once your new app downloaded you can delete your old ING Digicash app.

### 3. Will the "Digicash" brand disappear?

Gradually, the Digicash QR codes will be replaced by Payconiq QR codes. This doesn't change anything for you except the design of the QR code. You will now scan (with your new ING Payconiq app) the Payconiq brand QR codes instead of Digicash.

Merchants will now use the Payconiq payment platform instead of Digicash. Thanks to this change of platform, customers in Belgium and the Netherlands who use Payconiq can pay in partner shops in Luxembourg.

### 4. Has the installation process of this new ING Payconiq App changed?

The process has not changed. To activate the ING Payconiq App, all you have to do is just launch the ING Payconiq app and you will be guided through the process, it's quick and easy. Use your LuxTrust Token or your LuxTrust Mobile app to link it to your ING bank account.

### 5. Can I still pay with a beacon?

We have not been selling Beacons for a few years now. The remaining Beacons will gradually be replaced by QR codes on stickers. As you will see, in your app, the Beacon button has disappeared.

### 6. I own the ING Digicash app. What will happen to my app?

As from now on, the ING Digicash app will become ING Payconiq. We strongly advise you to download the new ING Payconiq app to continue to benefit from this payment method. ING Digicash will in the end cease to exist.