Manual online identification new customer

1. Go to www.icscards.nl/online-identification/identify on your smartphone or tablet (identification is not possible on your laptop or computer or on a phone or tablet without a camera).
2. Enter the reference number you have received by email followed by your date of birth.
3. Take a photo of your ID.
4. Follow the instructions.
5. Identification completed.

Start identification for new customers

Are you a new customer? Fill in the reference number you have received by email at number 1.

Followed by your date of birth at number 2.

Click on the blue button 'versturen' (which means send), number 3.

Dear mr. Schuman,

Choose your type of ID by clicking on one of the following ID's:

- Dutch driving license
- Dutch or European Identity card
- Passport (does not need to be a Dutch passport)

If you selected Passport, you will see the following screen

We handle your photo and data with great care

We use the photos you're about to take, to check your identity. We then store the photos of your identity and give them a watermark to protect your details.

Here you see an example of a passport with a watermark:

Click on the blue button 'volgende' - Next

Take a picture of your passport

Please note:

- The photo is taken automatically.
- Place your passport on a dark surface. This prevents mirroring.
- Take a photo of the page that includes your photo.

Click on the blue button 'volgende' - Next

Example - how to take a photo of your passport.

Click on the blue button 'volgende' – Next.
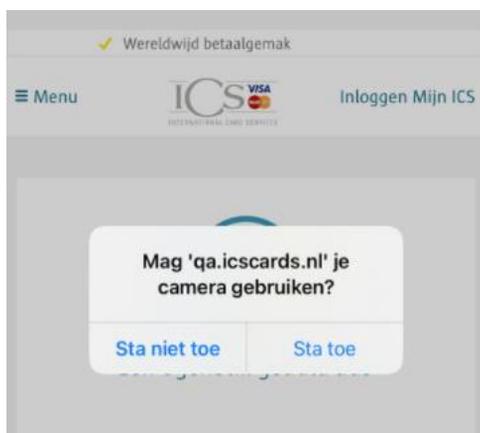
Can 'qa.icscards.nl' use your camera?

Sta niet toe – Do not allow
Sta toe – Allow and take a photo

Controleer uw foto

Controleer of uw paspoort goed zichtbaar is. Is de foto mislukt? Probeer het dan opnieuw.

Volgende

Foto opnieuw maken

≡ Menu   ICS VISA   Inloggen Mijn ICS

Een ogenblik geduld a.u.b.
Wij controleren uw identiteit

✓ Wereldwijd betaalgemak

≡ Menu   ICS VISA   Inloggen Mijn ICS

Identificatie voltooid

Wij gaan voor u aan de slag!

- U hoort zo snel mogelijk per e-mail of uw aanvraag is gelukt.
- Zodra uw aanvraag is goedgekeurd, ligt uw creditcard binnen 5 tot 10 werkdagen op de mat.

Check your photo

Make sure that the front of your passport is visible. Did the photo fail? Please try again.

Click on the blue button 'Volgende' – Next, if you're satisfied with your photo.

If you're not satisfied, select the white button 'foto opnieuw maken'- retake photo.

Please wait

We are checking your ID.

Identification completed

We'll get you started!

- After your identification has been completed and checked by us, we will start with your application.

- You will hear as soon as possible by email whether your application has been successful.

- As soon as you application has been approved, you will receive your credit card within 5 to 10 working days.

If you have selected Dutch driving license or identity card, you will see this screen (in this example you see a Dutch driving license)

We gaan zorgvuldig met uw gegevens om

De foto's die u straks maakt, gebruiken we om uw identiteit te controleren. Na de controle bewaren we de foto's van uw identiteitsbewijs met een watermerk om uw gegevens te beschermen.

Voorbeeld rijbewijs met watermerk:

Volgende

We handle your photo and data with great care

We use the photos you're about to take, to check your identity. We then store the photos of your identity and give them a watermark to protect your details.

Here you see an example of a driving license with a watermark:

Click on the blue button 'volgende' – Next.

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Maak een foto van de **voorkant** van uw rijbewijs

Let op:

- De foto wordt automatisch gemaakt.
- Leg uw rijbewijs op een donkere ondergrond en voorkom spiegeling.

Volgende

Feedback

Take a photo of the **front** of your driving license

Please note:

- The photo is taken automatically.
- Place your driving license on a dark surface. This prevents mirroring.

Click on the blue button 'volgende' – Next.
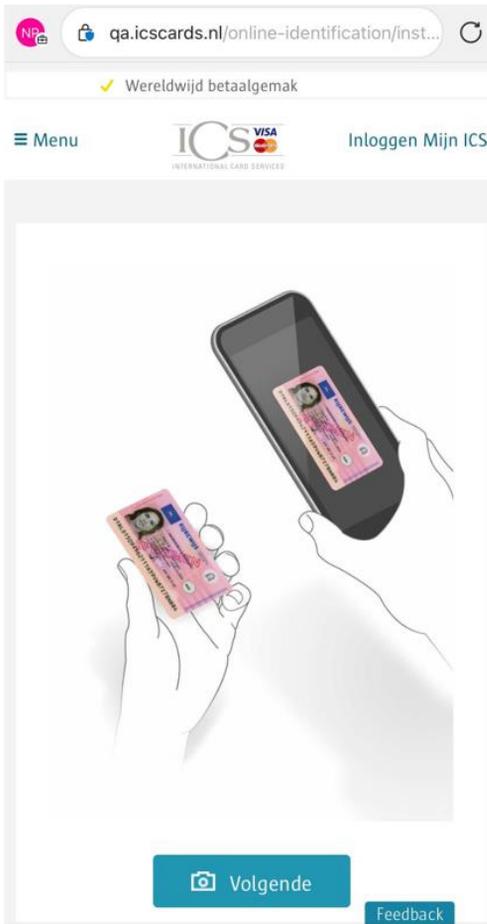
Example - how to take a photo of the front of your driving license.

Click on the blue button 'volgende' – Next.
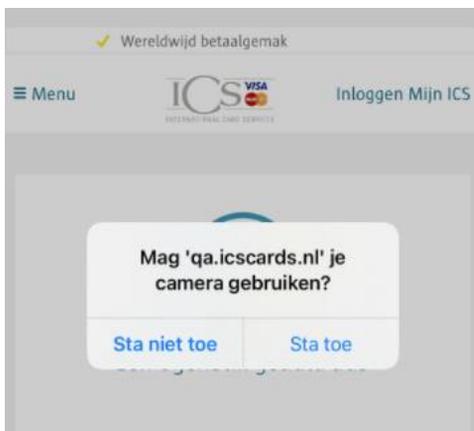
Can 'qa.icscards.nl' use your camera?

Sta niet toe – Do not allow
Sta toe – Allow

Take a photo and wait

Check your photo

Make sure that the front of your driving license is visible. Did the photo fail? Please try again.

Click on the blue button 'Volgende' – Next, if you're satisfied with your photo.

If you're not satisfied, select the white button 'foto opnieuw maken'- retake photo.

Take a photo of the **back**

Please note:

- The photo is taken automatically.
- Place your driving license on a dark surface. This prevents mirroring.

Click on the blue button 'volgende' – Next.

☐ Volgende

Example - how to take a photo of the back of your driving license.

Click on the blue button 'volgende' – Next.

Een ogenblik geduld aub

Take a photo and wait

Controleer uw foto

Controleer of de **achterkant** van uw rijbewijs goed zichtbaar is. Is de foto mislukt? Probeer het dan opnieuw.
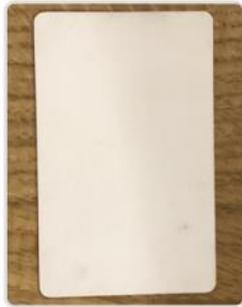
Volgende

Foto opnieuw maken

Check your photo

Make sure that the back of your driving license is visible. Did the photo fail? Please try again.

Click on the blue button 'Volgende' – Next, if you're satisfied with your photo.

If you're not satisfied, select the white button 'foto opnieuw maken'- retake photo.

Een ogenblik geduld a.u.b.
Wij controleren uw identiteit

Please wait

We are checking your ID.

Identificatie voltooid

Wij gaan voor u aan de slag!

- U hoort zo snel mogelijk per e-mail of uw aanvraag is gelukt.
- Zodra uw aanvraag is goedgekeurd, ligt uw creditcard binnen 5 tot 10 werkdagen op de mat.

Identification completed

We'll get you started!

- After your identification has been completed and checked by us, we will start with your application.

- you will hear as soon as possible by email whether your application has been successful.

- As soon as you application has been approved, you will receive your credit card within 5 to 10 working days.

Error messages

The reference number or date of birth is incorrect.

Click on the blue button Home.

This message is displayed when your reference number is already in use.

Your identification is already pending.

Click on the blue button Home

We're having technical problems. We apologize for the inconvenience.
Please try again.

Click on the blue button 'Naar Overzicht' – To overview.

Identification failed

U have submitted an incorrect photo of your ID three times. unfortunately, we have to reject your application. **Note**, if you are a business customer, this does not apply to you. We will contact you as soon as we have received all the necessary documents for your application.

Passport

Passport

You may receive the following error messages:

- Unfortunately, we could not read the data.

- The identification cannot be completed with this ID. Please choose another valid ID, such as your Dutch driving license, identity card or passport and take a photo of it.

- Your ID has expired. Choose a different ID and take a picture of it.

- The information on your ID is not legible.

Click on the blue button 'Maak opnieuw een foto' – Take a new photo.

Dutch driving license

You may receive the following error messages:

- The date of birth on your ID does not match the date of birth you entered in your application.

- Unfortunately, not all the necessary information is included in your ID photo, so please try again. Once the photo has been successfully taken, we'll get you up and running quickly.

- Unfortunately, we could not read the data.

Click on the blue button 'Maak opnieuw een foto' – Take a new photo.

Screenshot 1 (Passport error screen):

✓ Wereldwijd betaalgemak

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INTERNATIONAL CARD SERVICES

(!) Paspoort

Helaas konden wij de gegevens niet uitlezen.

De identificatie kan niet worden afgemaakt met dit identiteitsbewijs. Kies een ander geldig identiteitsbewijs, zoals uw Nederlandse rijbewijs, identiteitskaart of paspoort en maak hier een foto van.

Uw identiteitsbewijs is verlopen. Kies een ander identiteitsbewijs en maak hier een foto van.

De gegevens op uw identiteitsbewijs zijn niet goed leesbaar.

[Maak opnieuw een foto]

Screenshot 2 (Rijbewijs error screen):

✓ Wereldwijd betaalgemak

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INTERNATIONAL CARD SERVICES

(!) Rijbewijs

De geboortedatum op uw identiteitsbewijs komt niet overeen met de geboortedatum die u heeft opgegeven in uw aanvraag.

Helaas staan niet alle benodigde gegevens op de foto van uw identiteitsbewijs. Probeer het daarom opnieuw. Zodra de foto is gelukt gaan wij snel voor u aan de slag.

Helaas konden wij de gegevens niet uitlezen.

[Maak opnieuw een foto]

Identity Card

You may receive the following error messages:

- Unfortunately, not all the necessary information is included in the photo of your ID. Please try again. Once the picture has been successfully taken, we'll get you up and running quickly.

- The information on your ID is not legible.

Click on the blue button 'Maak opnieuw een foto' – Take a new photo.

When you open the identification process on your laptop or PC, you'll see this screen

Online identification on your **smartphone or tablet**

To check your details, we ask you to take a photo of your ID. This is only possible with a smartphone or tablet (with camera).

Follow the steps below.:

1. Make sure you have your ID available. Please note: if you want to identify yourself for an ICS Business credit card, you do not need to make an iDeal payment of € 0,01.

2. Copy or remember your reference number: xxxxxx

3. Go to www.qa.icscards.nl/online-identification/identify on your smartphone or tablet.