

VIDEO SCRIPT Betalen met je mobile (mobile payments)**SOUNDBITE |**

Customer pays using mobile phone “you have paid”

VOICE-OVER 1

Spend less time queuing at the till and there’s no need to search for your purse or change. This autumn, consumers in Leiden can pay with their mobile phone. This is how we, along with ABN AMRO and Rabobank, will be gaining experience with this new payment method over the next few months.

Quote from Thea van Oosterhout, consumer, who is taking part in the launch

Q: You’ve just paid with your mobile, what do you think?

A: It’s just so handy. All you do is hold your mobile against the payment terminal and you’ve paid!

Quote from Arjan Bol, director of Payments at ING Netherlands

You’re at the counter in a shop, restaurant or petrol station and you want to pay. In the past, you had the option of paying by cash or card. Now you can also pay with your mobile phone.

VOICE-OVER 2

This new payment method can be used at payment terminals displaying this logo. You pay by holding your mobile phone very close to the payment terminal. The terminal makes a connection using the phone’s Near Field Communication chip. The payments are debited directly from the customer’s bank account.

Quote from Cora Onderwater, business owner

Q: What do you think are the most important benefits of this new initiative?

A: We’ve only just started, but I can already see that it’s extremely quick and we’ll soon be seeing fewer queues at the tills.

VOICE-OVER 3

In terms of technology, paying by mobile phone is just as safe as using a payment card. Customers who would like to use their PIN can do so. A PIN is always needed for amounts of more than €25.

Quote

Q: What happens if the phone is lost or stolen?

Quote from Arjan Bol, director of Payments at ING Netherlands

Basically, exactly the same as if you lost your payment card. You telephone your bank and tell them that your mobile has been stolen. The bank will then block any payments using that mobile straight away.

Quote from Arjan Bol, director of Payments at ING Netherlands

Q: Is it safe for consumers to use their mobile to pay?

Yes, it’s just as safe as paying with your card. Your payment card contains a chip that is very secure and your phone also contains a chip that is very secure. So, it’s just as safe as paying with your card.

FINAL VOICE-OVER

Following the launch period, a decision will be taken on how to take this new payment method forward.

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