

# Two leading Belgian apps join forces

The Payconiq by Bancontact app can now be (re)installed with the itsme® app. It's fast, easy and just as secure as ever.

The **Payconiq by Bancontact app** and the itsme® app have long become an integral part of the daily lives of Belgians. It was only a matter of time before these two national players got together and formed a partnership. As a result, itsme® now makes it possible to install the Payconiq by Bancontact app quickly and securely on your smartphone. This applies both when new users **install the app for the first time** and when the app is being **reinstalled** by existing users — for example when they purchase a new smartphone.

## SIMPLIFIED PROCEDURE

The current procedure for (re)installing the Payconiq by Bancontact app involves a number of stages. Users are required to **validate their e-mail address and telephone number separately** by way of a code, which is done by e-mail and text message respectively. This may cause confusion for some people if they don't distinguish clearly between the code sent by e-mail and the one sent by text message and so enter the same code twice. Incorporating itsme® makes it possible to **cut out one or even the two intermediate stages**, because the identity app already knows among others your telephone number. Installation with itsme® is **just as secure** as the current manual method.

“Our users had been asking for a long time now why they couldn't install the Payconiq by Bancontact app with itsme®,” said **Nathalie Vandepuete**, CEO of Bancontact Payconiq Company. “It's true that these two apps are the embodiment of simplicity and ease of use. A recent market survey confirmed that being able to identify themselves using itsme® was high on the wish list of our users. So, by working together, we are now making it even more simple to install or reinstall the app.”

“Installing the app using itsme® means users can skip some of the intermediate steps, such as the verification codes and validation links,” added **Stephanie De Bruyne**, CEO of itsme®. “Which is precisely the aim of our identity app: to make digital identification as smooth and secure as possible.”

## NOTHING CHANGES...

For anyone who doesn't use itsme®, it is still possible to install the Payconiq by Bancontact app using the current method, which continues to exist. itsme® merely becomes an additional **alternative method of installation**. Once the Payconiq by Bancontact app is installed on your

smartphone, itsme® is no longer necessary. The payment app is used **as before**: for example, all you need to do is scan a QR code, confirm a payment by facial recognition, digital fingerprint or PIN code and that's it!

**Adding a new bank card or linking a bank account** to the Payconiq by Bancontact app continues to be done using a card reader, but some banks also offer the ability to do it using itsme®.

As part of our ongoing efforts to improve the overall customer experience, **your bank cards are now saved** (which is a new feature) when you are required to reinstall the Payconiq by Bancontact app. This means you don't have to add them manually any longer — which is proof, if any was required, that Bancontact Payconiq Company continues to have a constant eye for detail when it comes to improving the app and making it more user-friendly than ever.

#### For more information

About Bancontact Payconiq Company : [bancontactpayconiq.com](https://bancontactpayconiq.com)

About the Bancontact card : [bancontact.com](https://bancontact.com)

About the Payconiq by Bancontact app : [payconiq.be](https://payconiq.be)

#### About Bancontact Payconiq Company

As a local provider, Bancontact Payconiq Company offers Payconiq or Bancontact payment solutions that are secure and tailored to each merchant. The company's main aim is to keep developing electronic payment solutions and make them as 'invisible' as possible. The company is doing this against a background of strong Belgian roots — a fact that is decisive for enabling the local economy to flourish.

**The Payconiq by Bancontact app** enables secure mobile payments to be made in a wide variety of situations: in bricks-and-mortar outlets, ranging from local stores to large supermarkets, as well as online in webshops, at restaurants, in the sports club canteen, at the doctor's surgery, at festivals, etc. The app can also be used to pay invoices, split the bill among friends and to donate to charities. Even meal vouchers can be added to the app for mobile payments. The app is aimed at all Belgians and operates on both iOS and Android smartphones. In all, it is accessible to the customers of 20 banks. In 2023, Belgians made in excess of 368 million mobile payments using the Payconiq by Bancontact app or banking app that offers the Bancontact and/or Payconiq payment methods.

**The Bancontact card** continues to be the benchmark for electronic card payments, with an ever-increasing upward movement of contactless payments. 66% of all Bancontact payments made in-store are now contactless. In 2023, a total of more than 2.4 billion payments were made using the Bancontact card, the Payconiq by Bancontact app or a banking app offering the Bancontact and/or Payconiq payment methods.

#### Contact

Press Office Bancontact Payconiq Company

Catherine Dhooghe,

Dialogic

+32 2 426 64 66

[catherine@dialogic-agency.com](mailto:catherine@dialogic-agency.com)