

# Outbank Helpdesk

Portal > Knowledgebase > iOS (iPhone, iPad, iPod Touch) > Send money / Request money  
> Why can I no longer make payments at ING?

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## Why can I no longer make payments at ING?

Christine - 2019-08-09 - in Send money / Request money

As part of the new Payment Services Directive PSD2, ING has revised its online banking. The account data retrieve will no longer be done via HBCI but by Screenscraping.

**Therefore, payments via HBCI are no longer available.**

On its website, ING explains that they "misjudged the importance of accessing the HBCI interface for our customers and the effort involved in integrating the 2-factor login.

Therefore, for the foreseeable future, we will not be able to make the HBCI interface fully PSD2 compliant." (full explanation of ING in German:

<https://www.ing.de/kundenservice/sicherheit/psd2/#8762904>)

More information about PSD2, ING and Outbank can be found in our FAQ "[ING: PSD2 changes](#)".