

HOW TO RETRIEVE THE DOCUMENT?

You will need your identity card, its PIN code (4 digits) and an identity card reader.



example

Attention: do not connect the reader to your PC immediately; follow the steps shown and you will be told when to connect it.

Use the browser Edge or Chrome on your PC (do not use your smartphone).



Microsoft Edge

Microsoft recommended browser

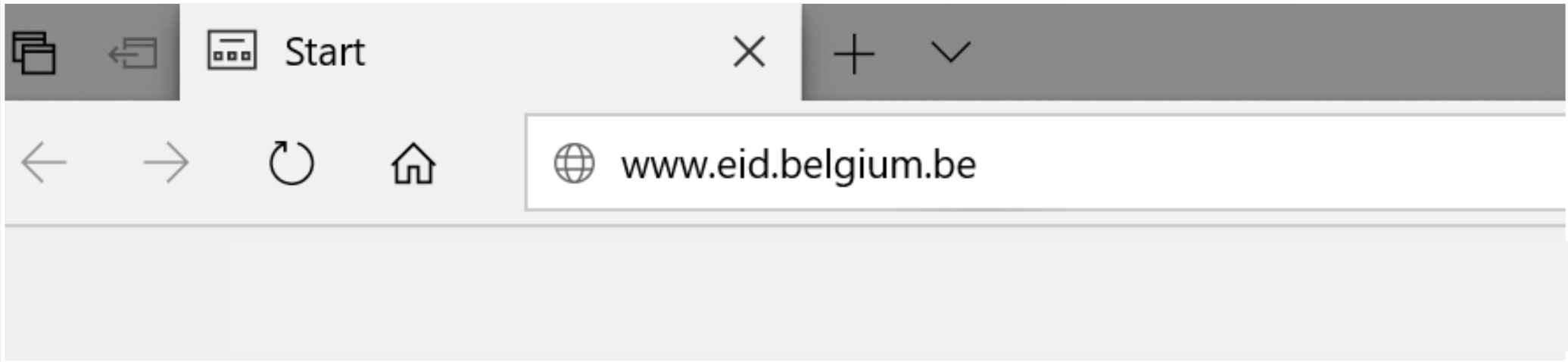


Google Chrome

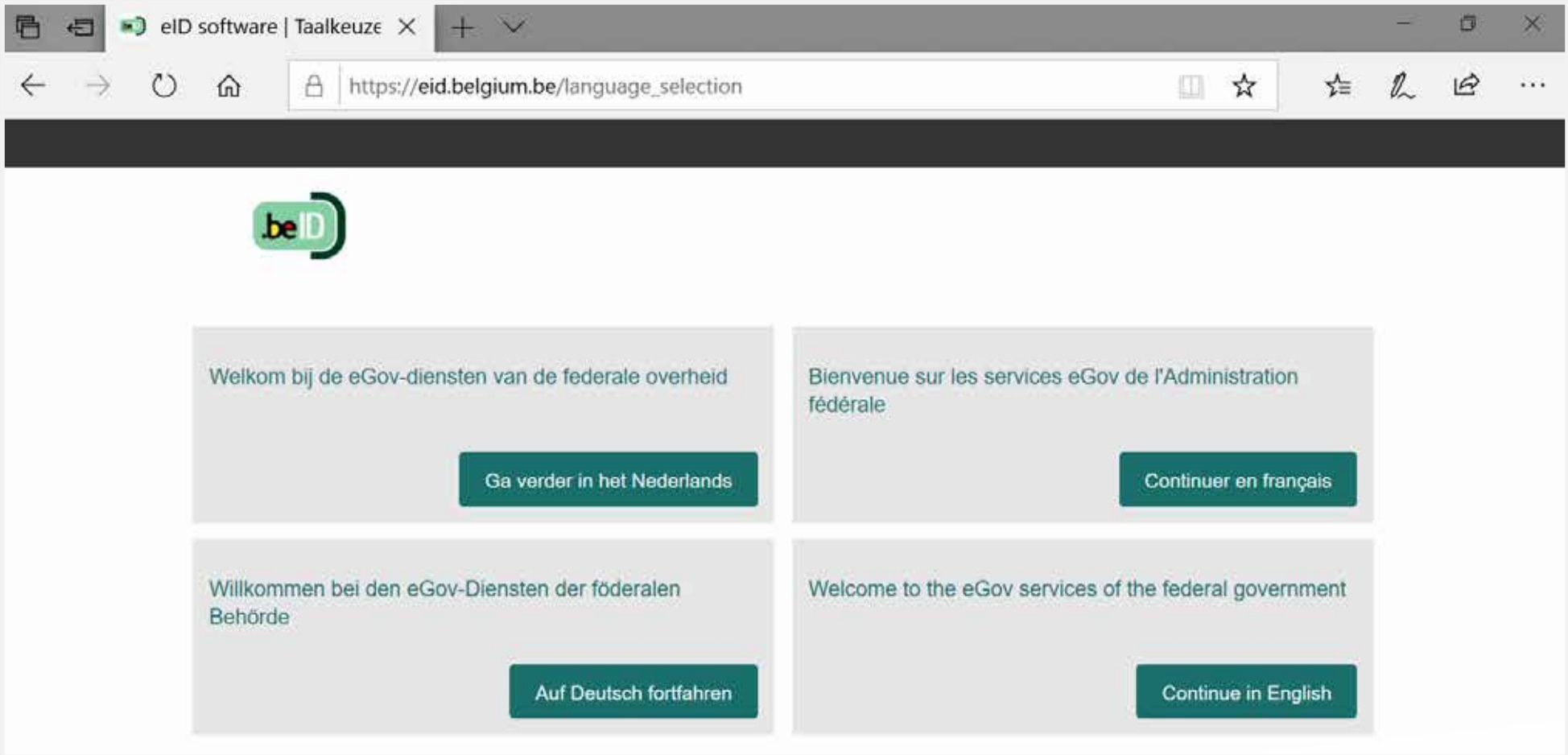
App

Install the eID electronic identity software

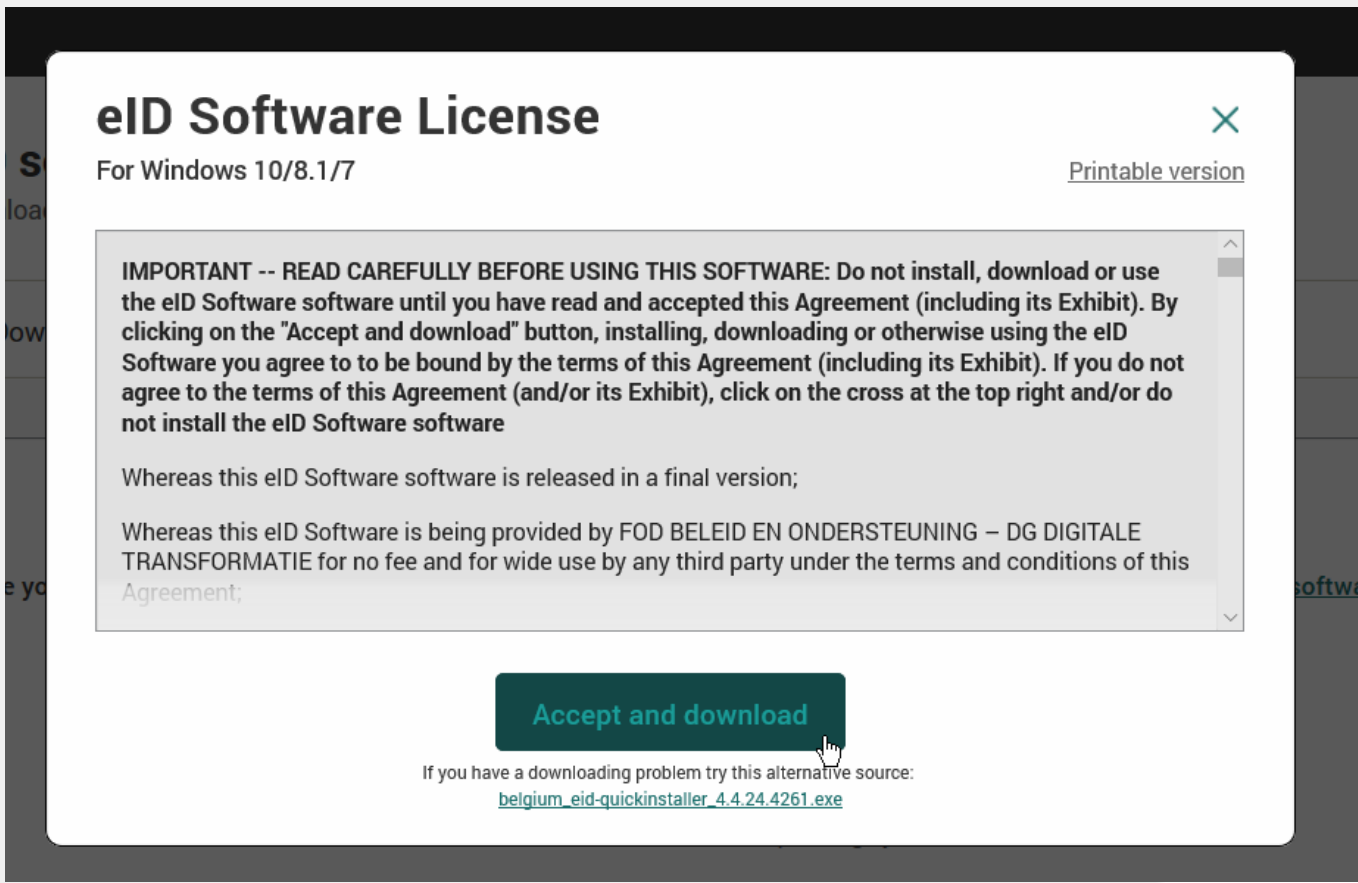
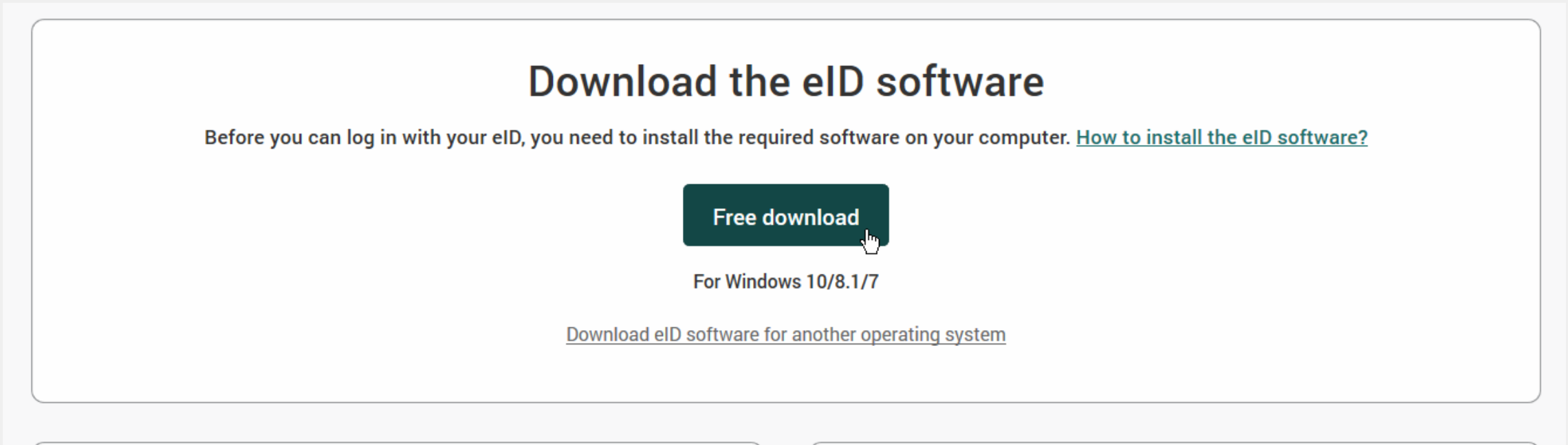
Open your browser and enter the address (or click on this link)
www.eid.belgium.be



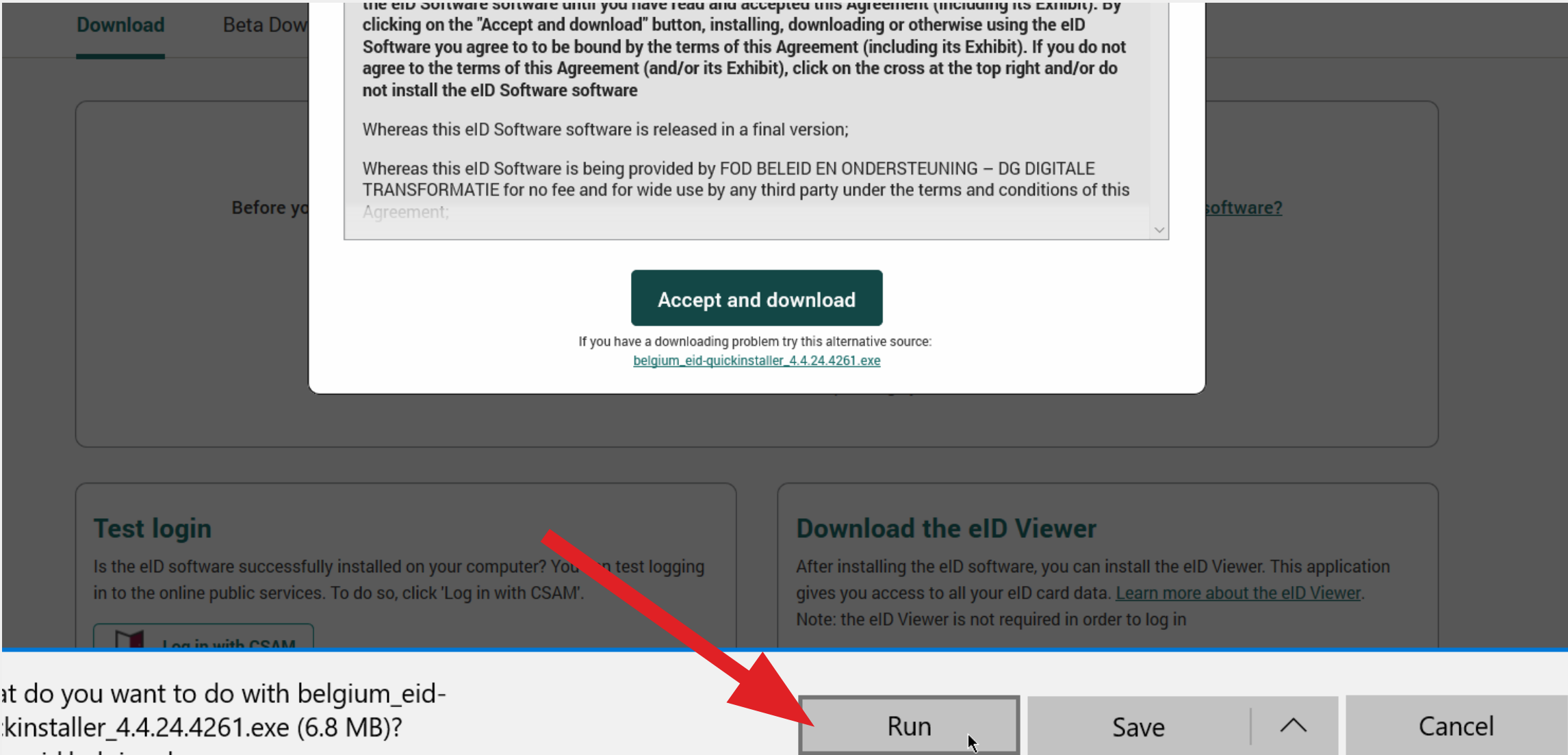
Select the language of your choice



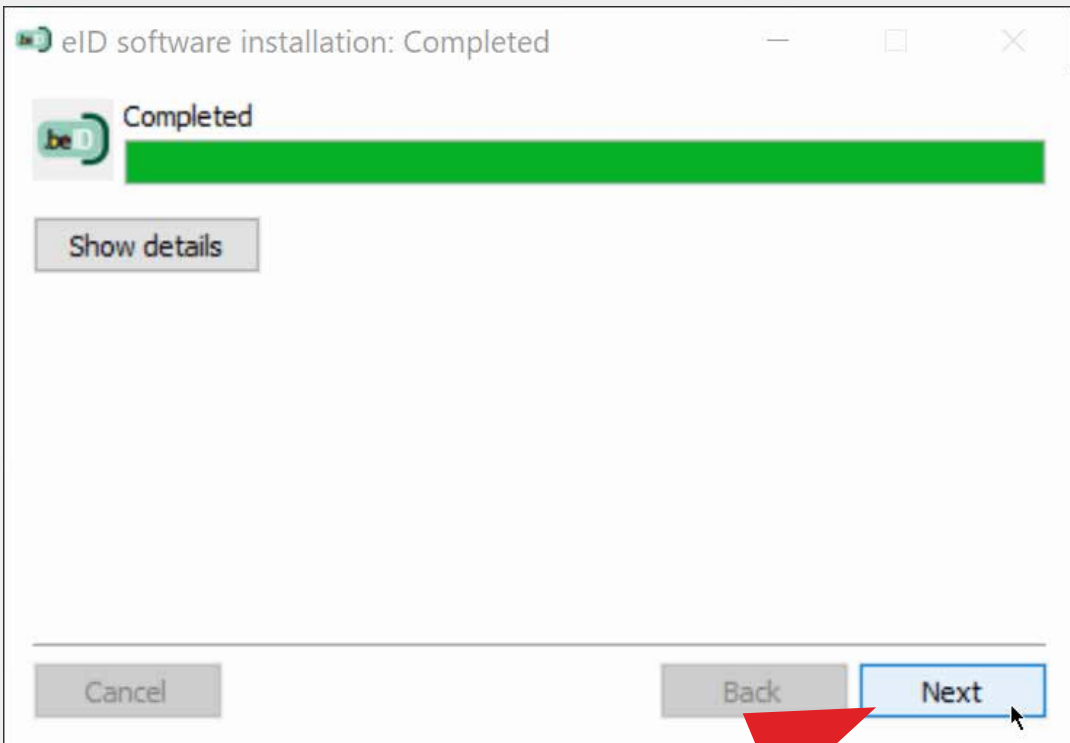
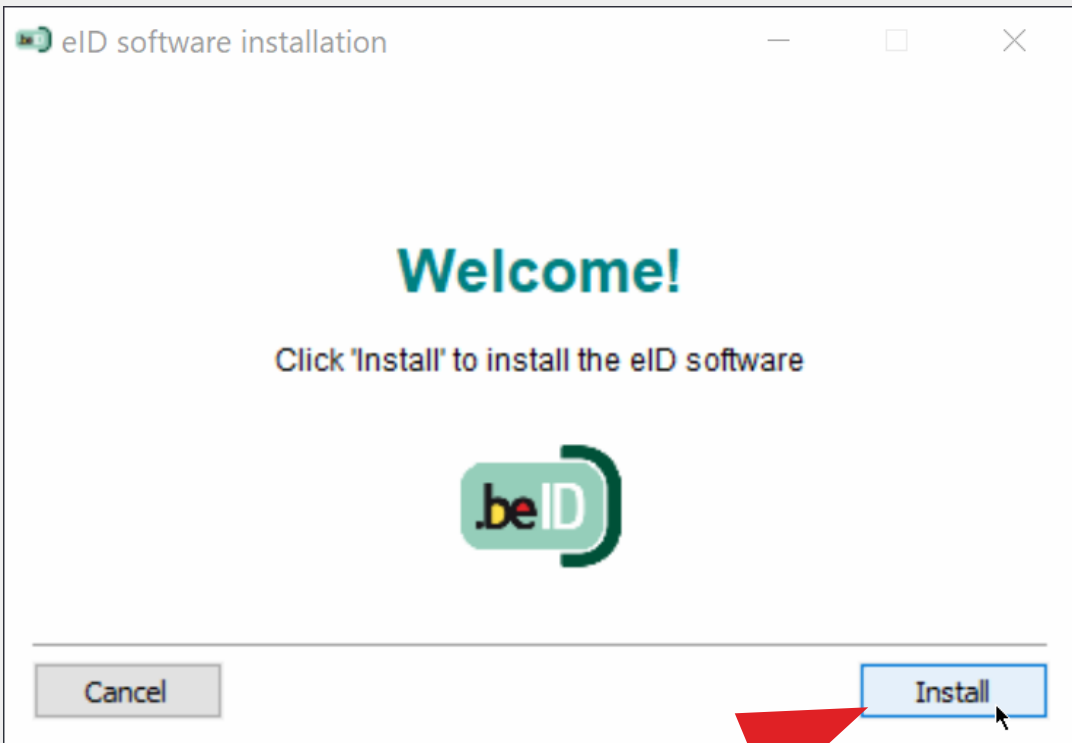
Click on the download button and accept the download in the next window



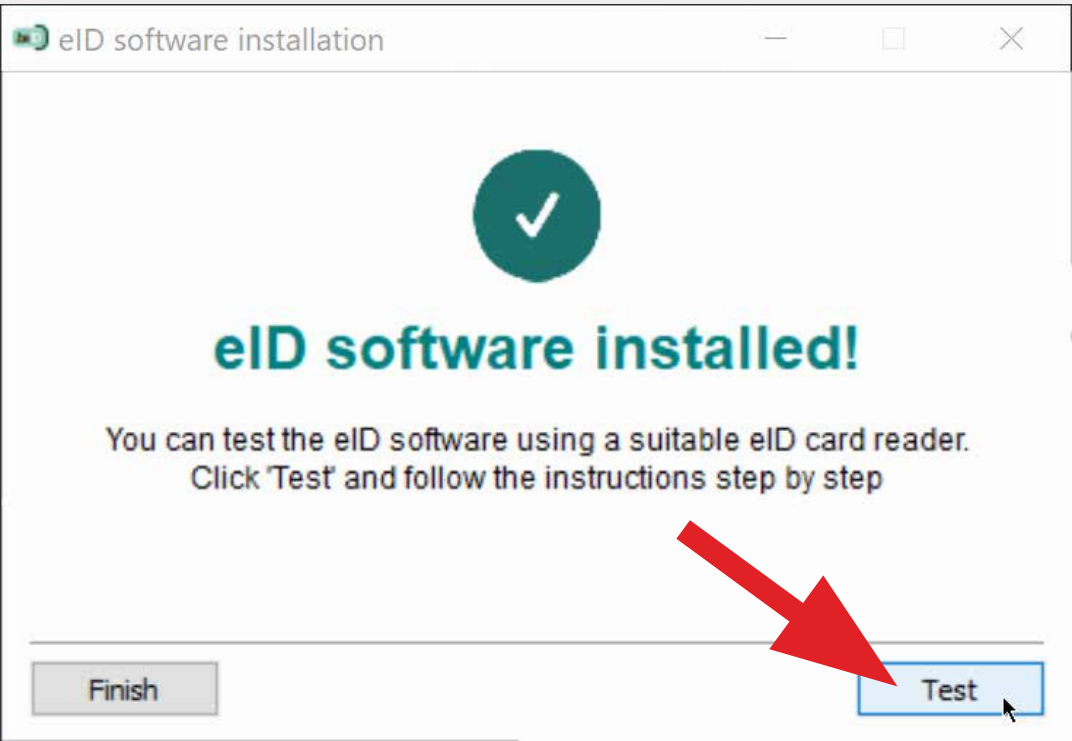
Run the downloaded file and follow the installation steps



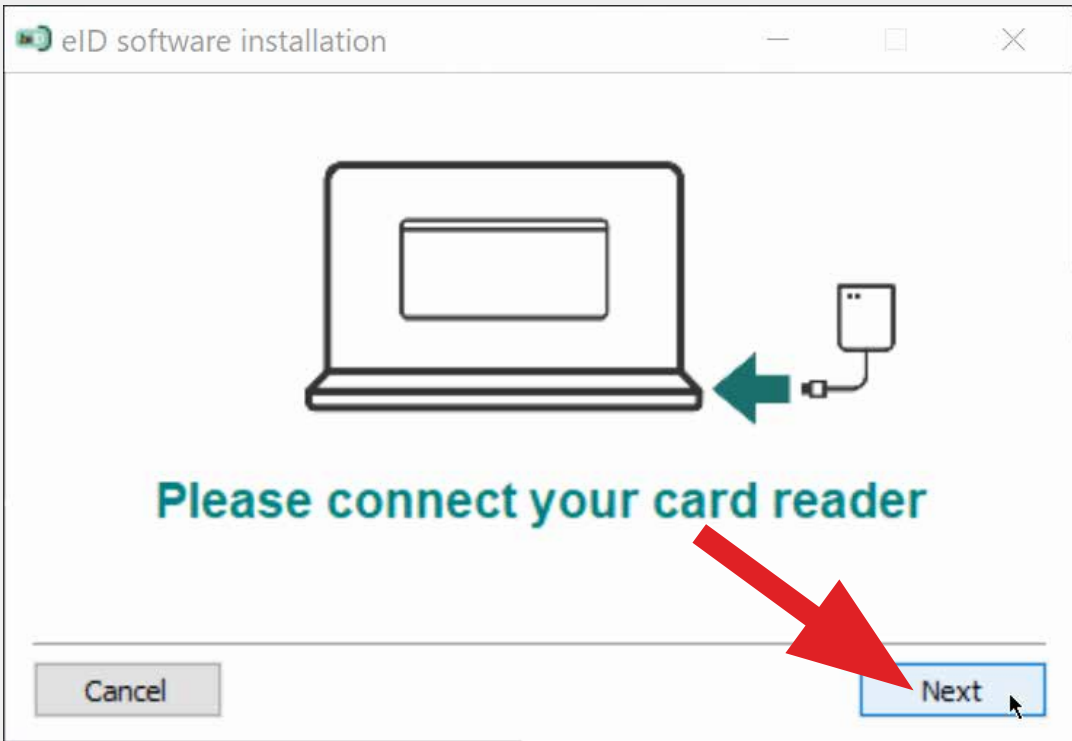
What do you want to do with `belgium_eid-quickinstaller_4.4.24.4261.exe` (6.8 MB)?
Name: eid.belgium.be



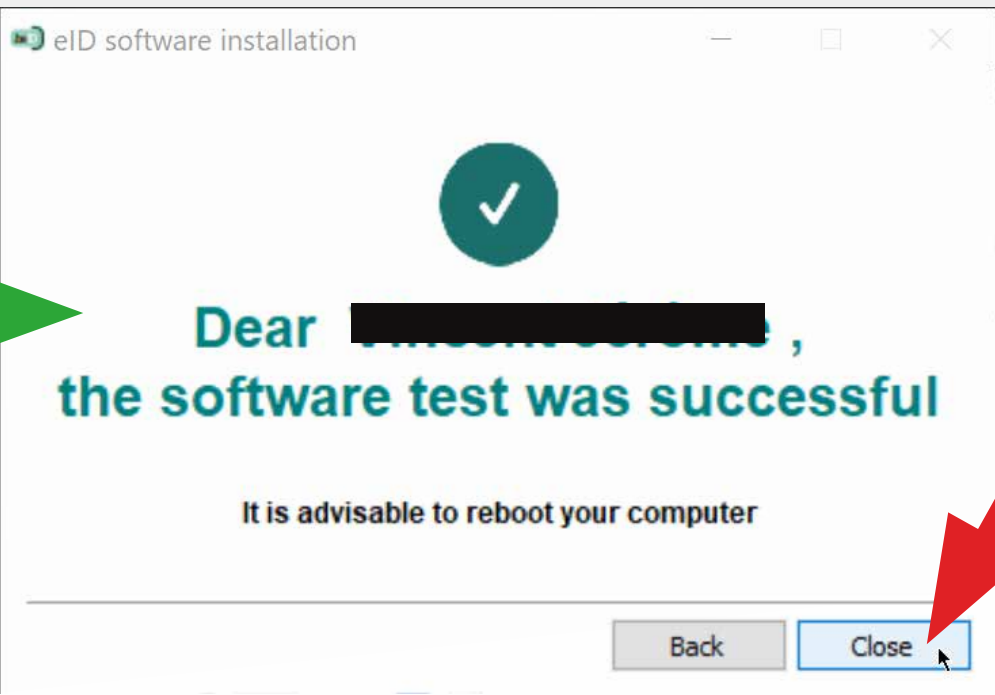
1. Once installation has been completed, test your card reader.



2. Connect your ID card reader and click "next".



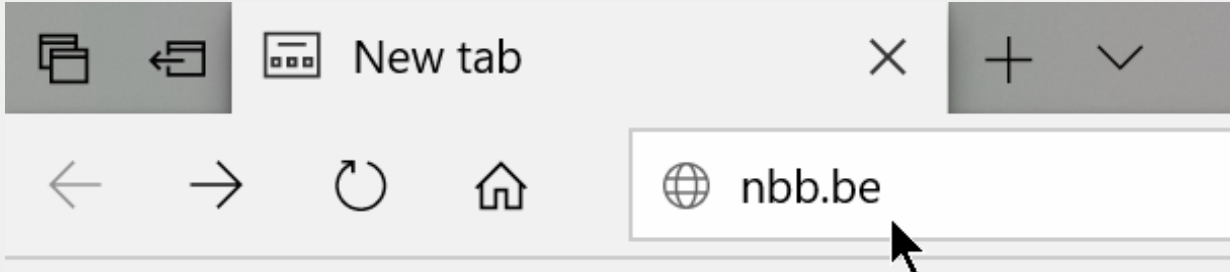
3. Then insert your ID card and click "next".



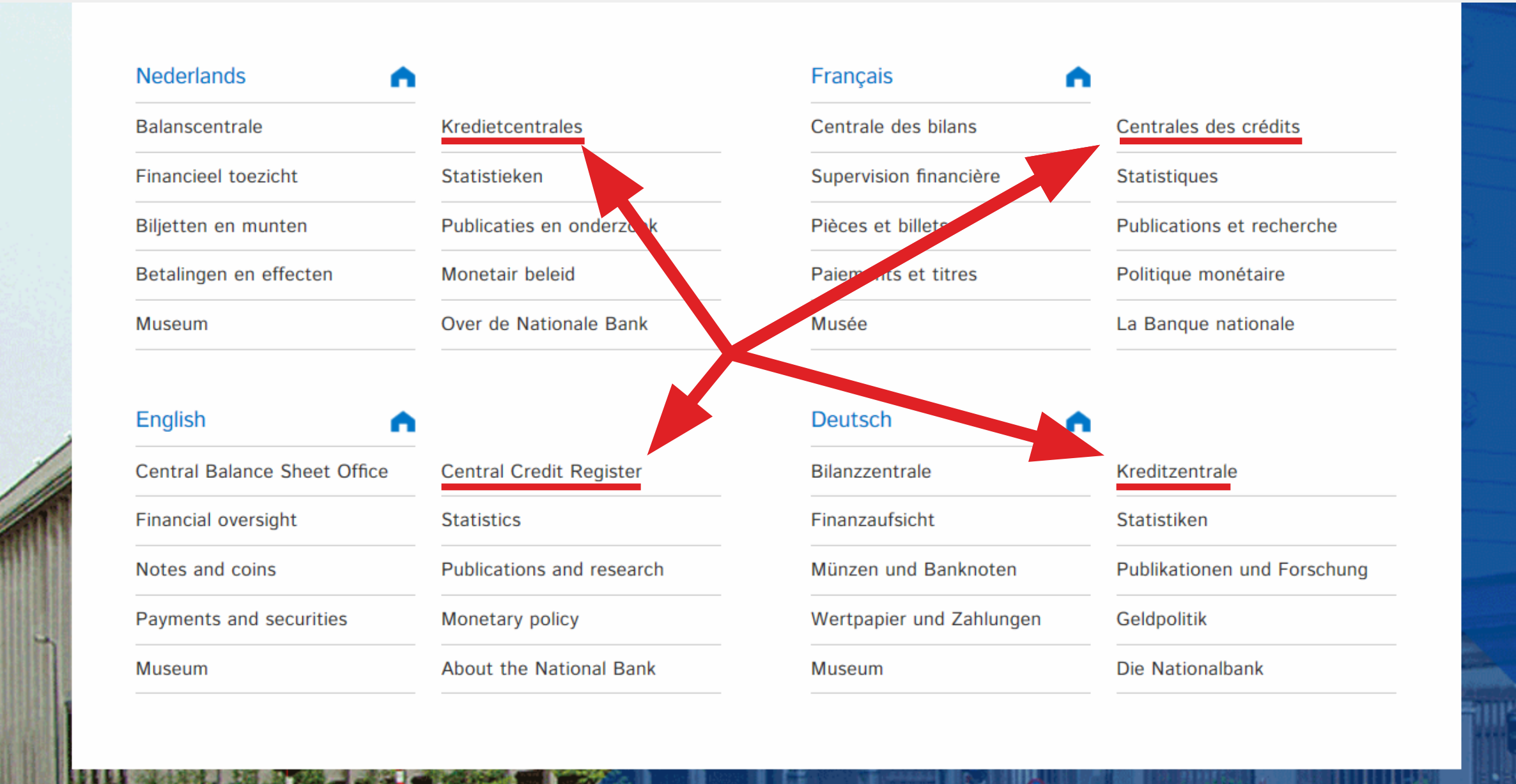
Connect to the Belgian Central Bank and retrieve your document

Open your Internet browser and enter the address (or click on this link)

www.nbb.be

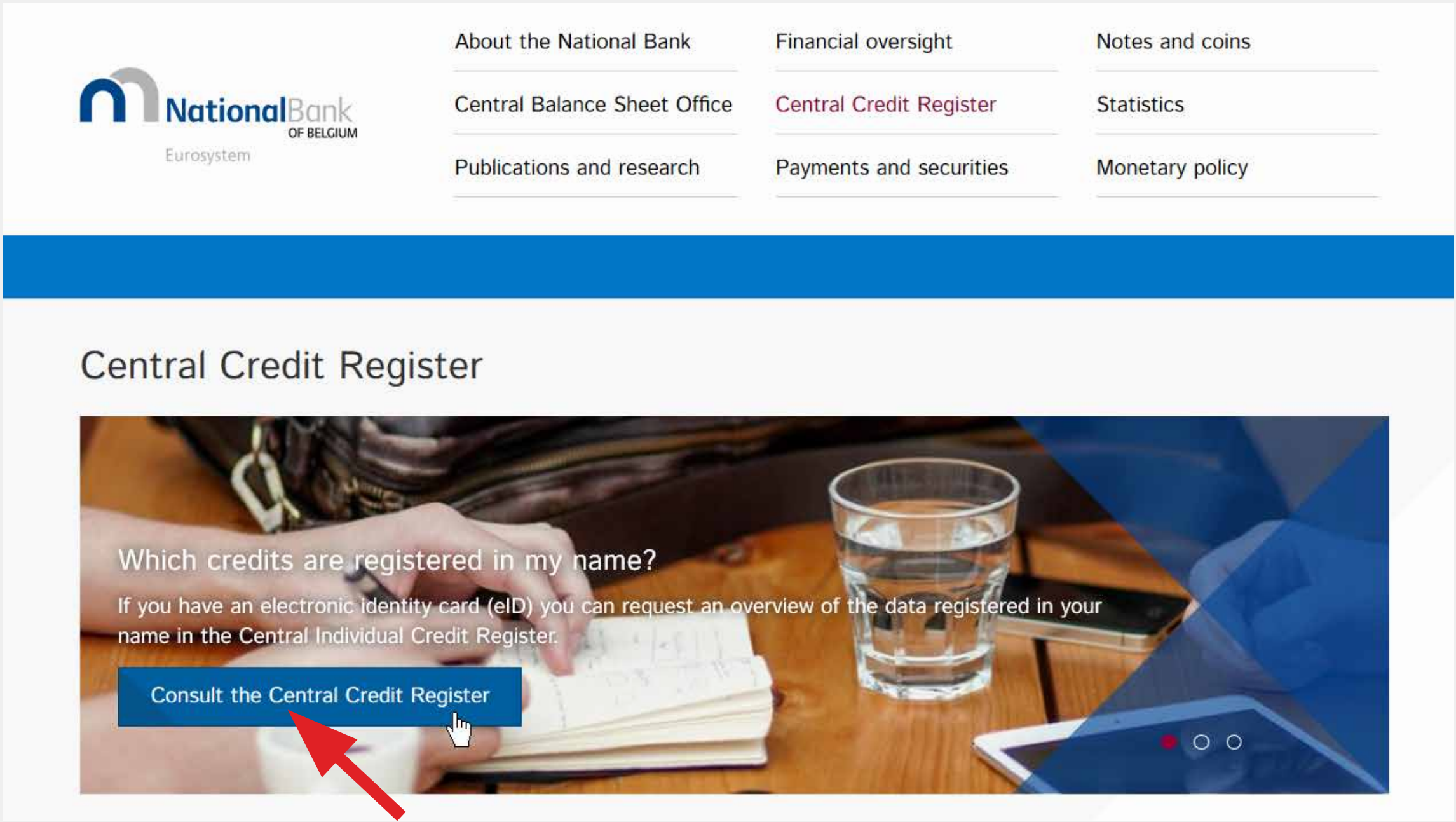


Choose “Central Credit Register” in English



Nederlands	Français	English	Deutsch
Balanscentrale	Centrale des bilans	Central Balance Sheet Office	Bilanzzentrale
Financieel toezicht	Supervision financière	Financial oversight	Finanzaufsicht
Biljetten en munten	Pièces et billets	Notes and coins	Münzen und Banknoten
Betalingen en effecten	Paielements et titres	Payments and securities	Wertpapier und Zahlungen
Museum	Musée	Museum	Museum
<u>Kredietcentrales</u>	<u>Centrales des crédits</u>	<u>Central Credit Register</u>	<u>Kreditzentrale</u>
Statistieken	Statistiques	Statistics	Statistiken
Publicaties en onderzoek	Publications et recherche	Publications and research	Publikationen und Forschung
Monetair beleid	Politique monétaire	Monetary policy	Geldpolitik
Over de Nationale Bank	La Banque nationale	About the National Bank	Die Nationalbank

Click “Consult Central Credit Register”



National Bank of Belgium
Eurosystem

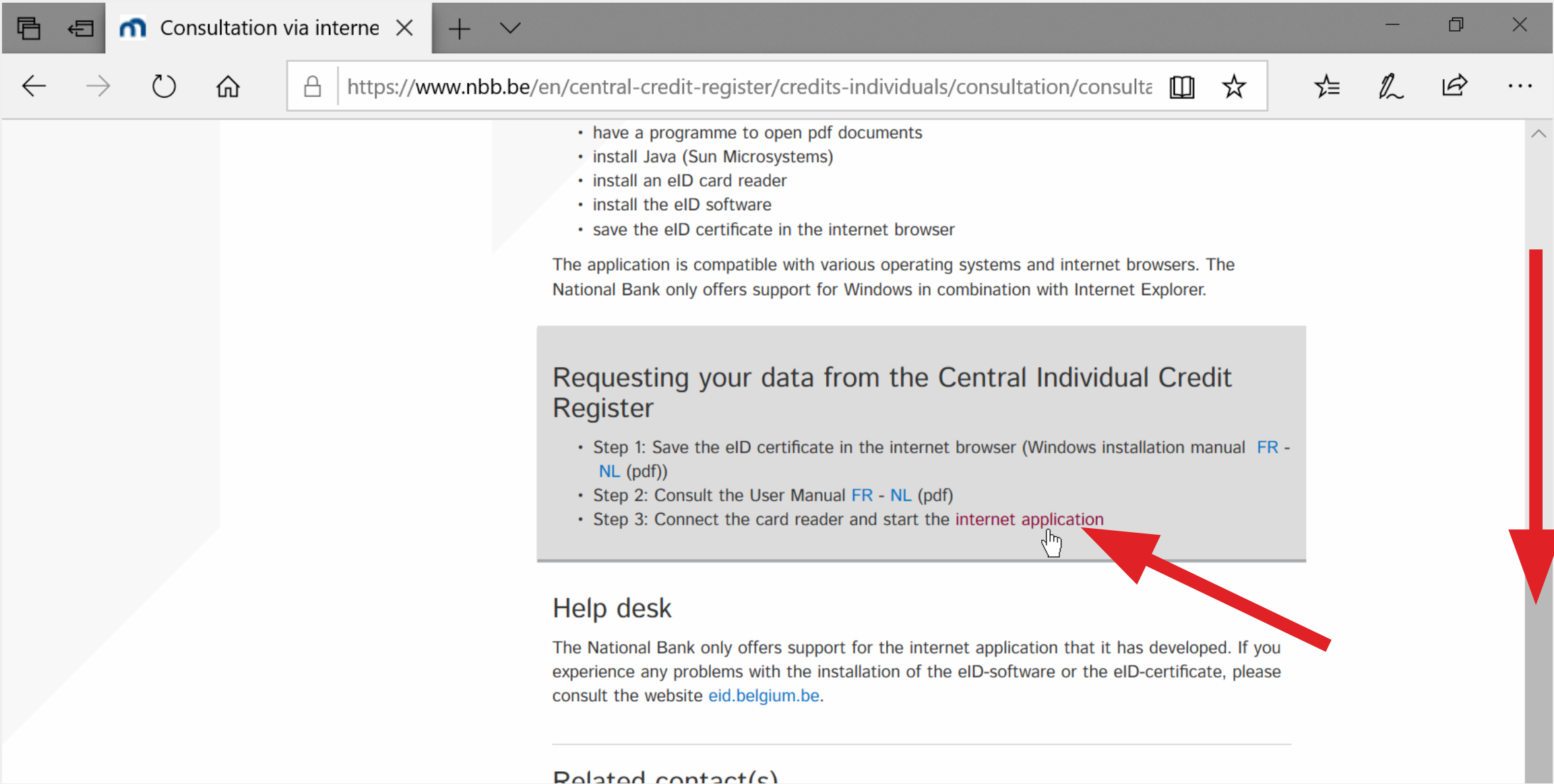
- About the National Bank
- Central Balance Sheet Office
- Publications and research
- Financial oversight
- Central Credit Register**
- Payments and securities
- Notes and coins
- Statistics
- Monetary policy

Central Credit Register

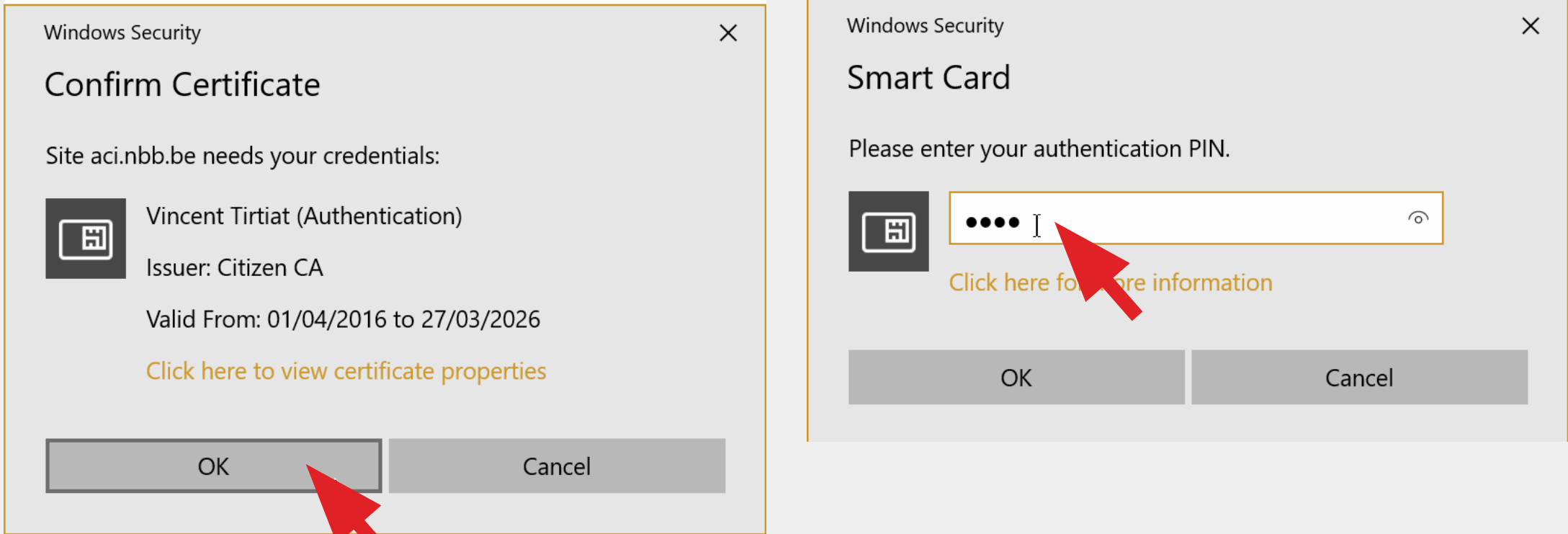
Which credits are registered in my name?
If you have an electronic Identity card (eID) you can request an overview of the data registered in your name in the Central Individual Credit Register.

[Consult the Central Credit Register](#)

At the bottom of the page, go to step 3 “Start Internet app”



Once your ID card has been verified, click OK and enter your PIN code.



Before clicking “continue”, check that your ID card is correctly connected and can be read by your computer.



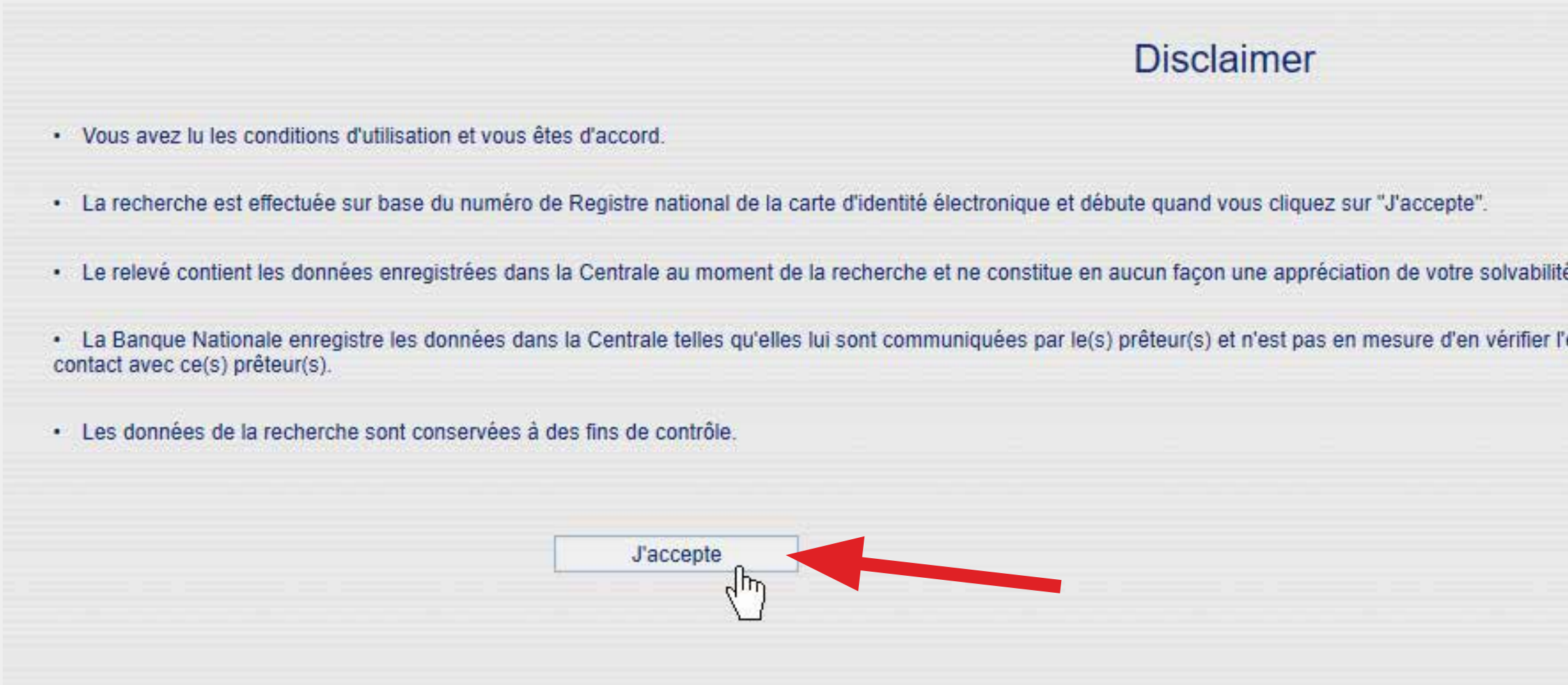
Once your code has been validated, select your language.



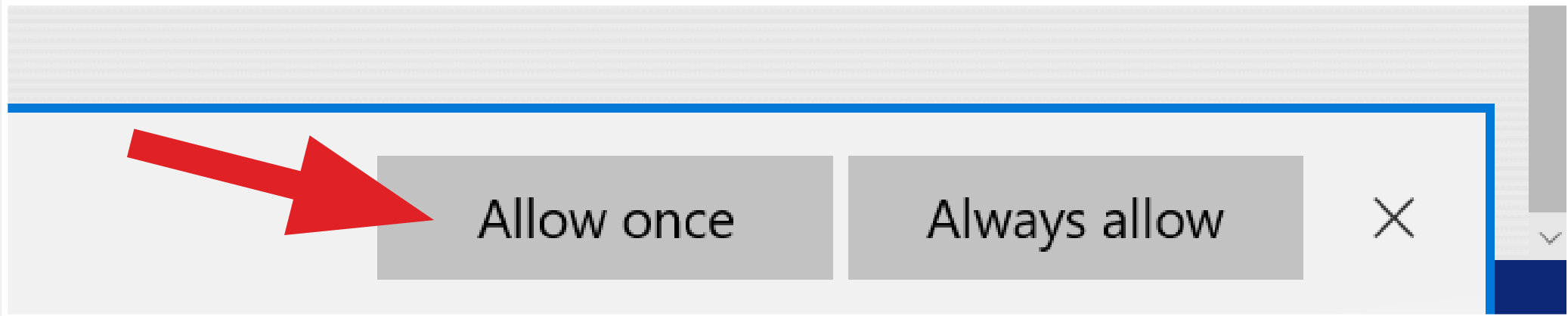
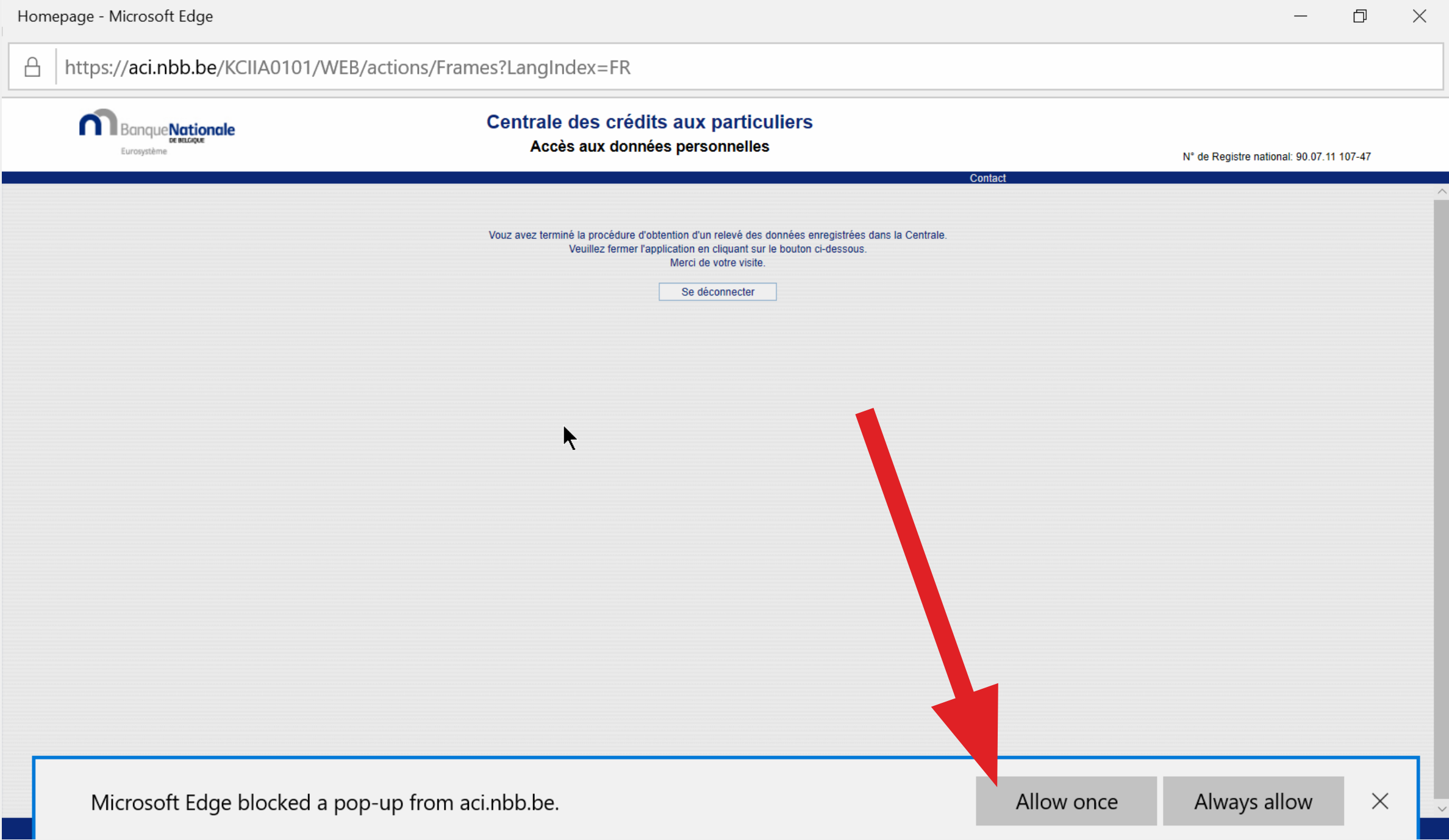
Click "Request a new statement".vv



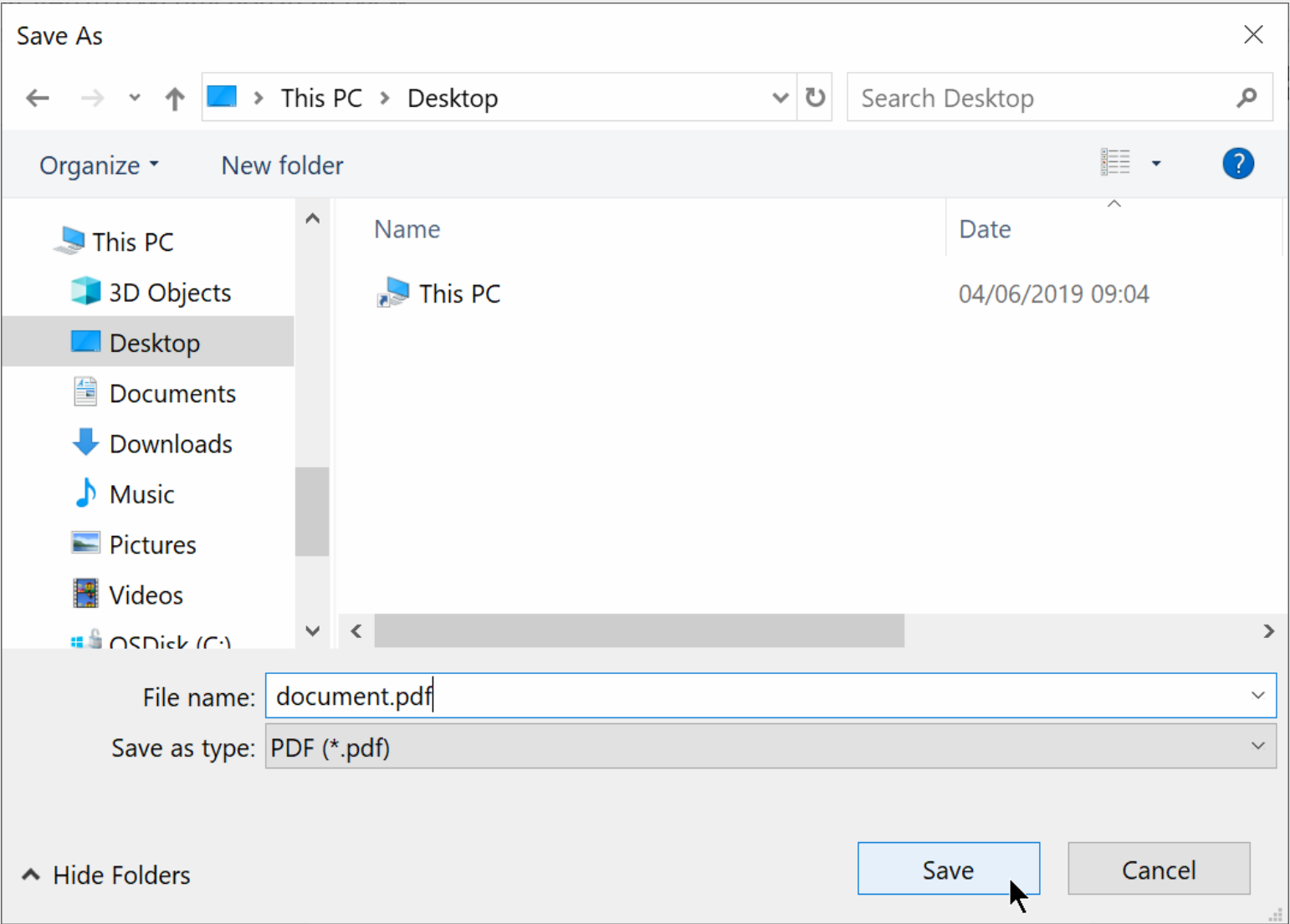
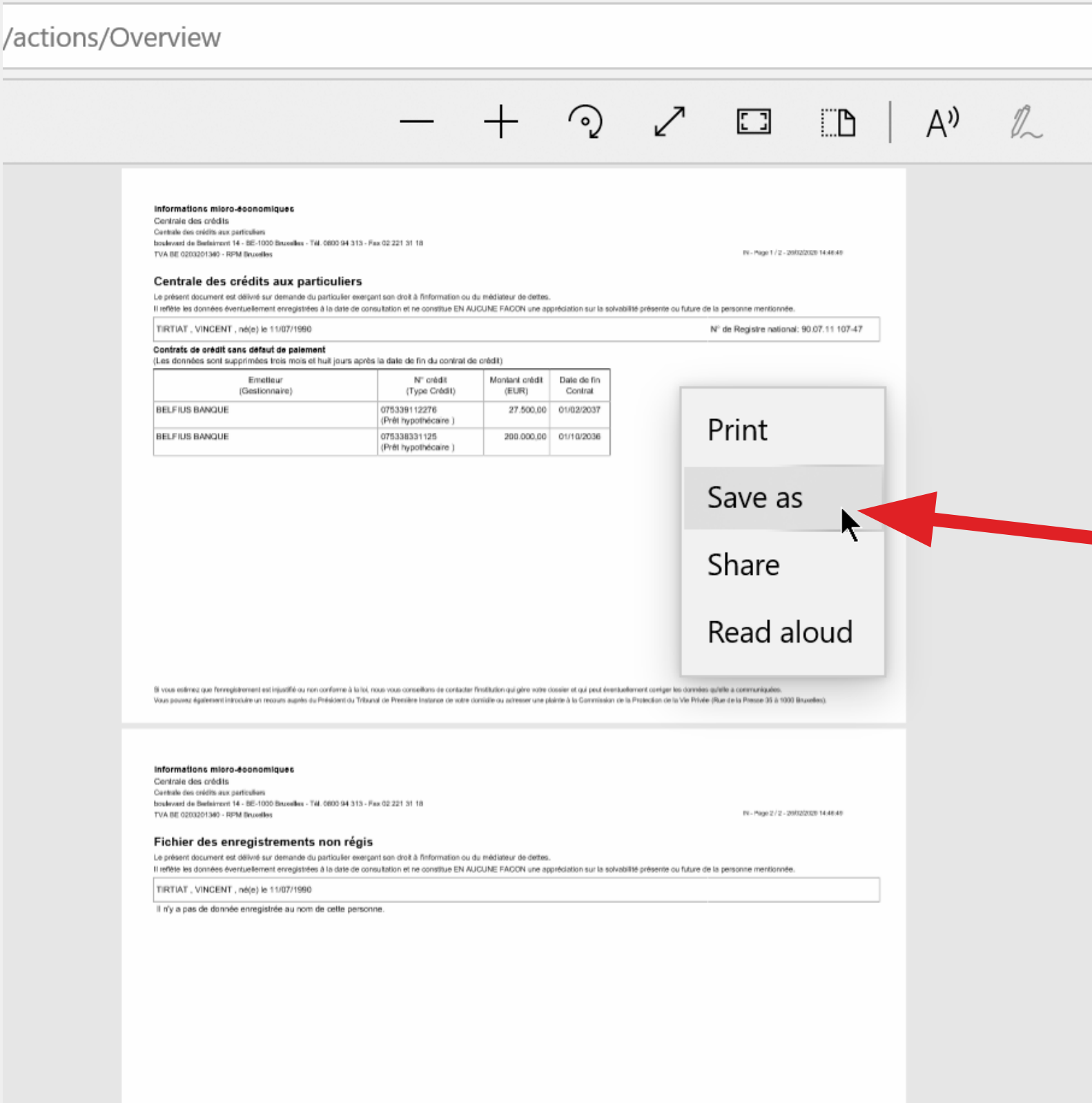
Accept the disclaimer.



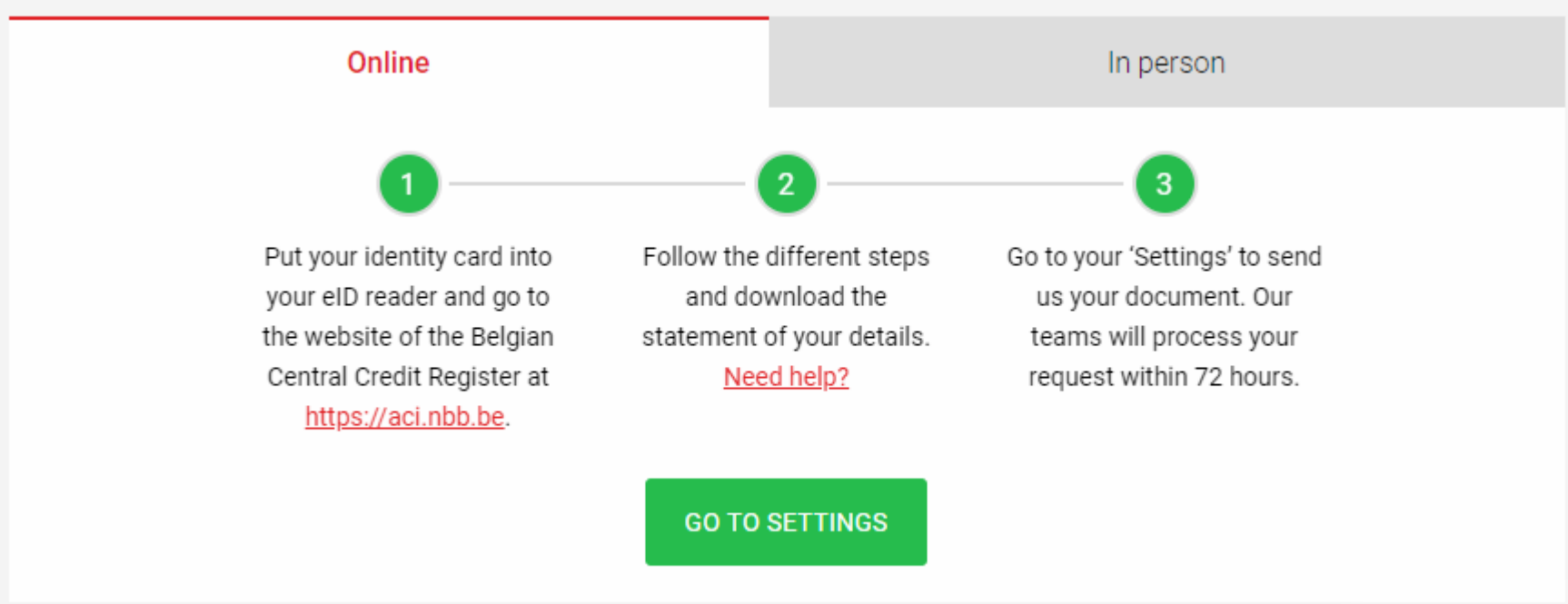
Authorise opening of the page (blocked by anti-pop-up)



When the document opens, do a **right click in the middle of the document** to save it on your desktop or in your documents.



Once the document has been saved on your PC, go to your 'Settings' on the Circus website to send it to us.

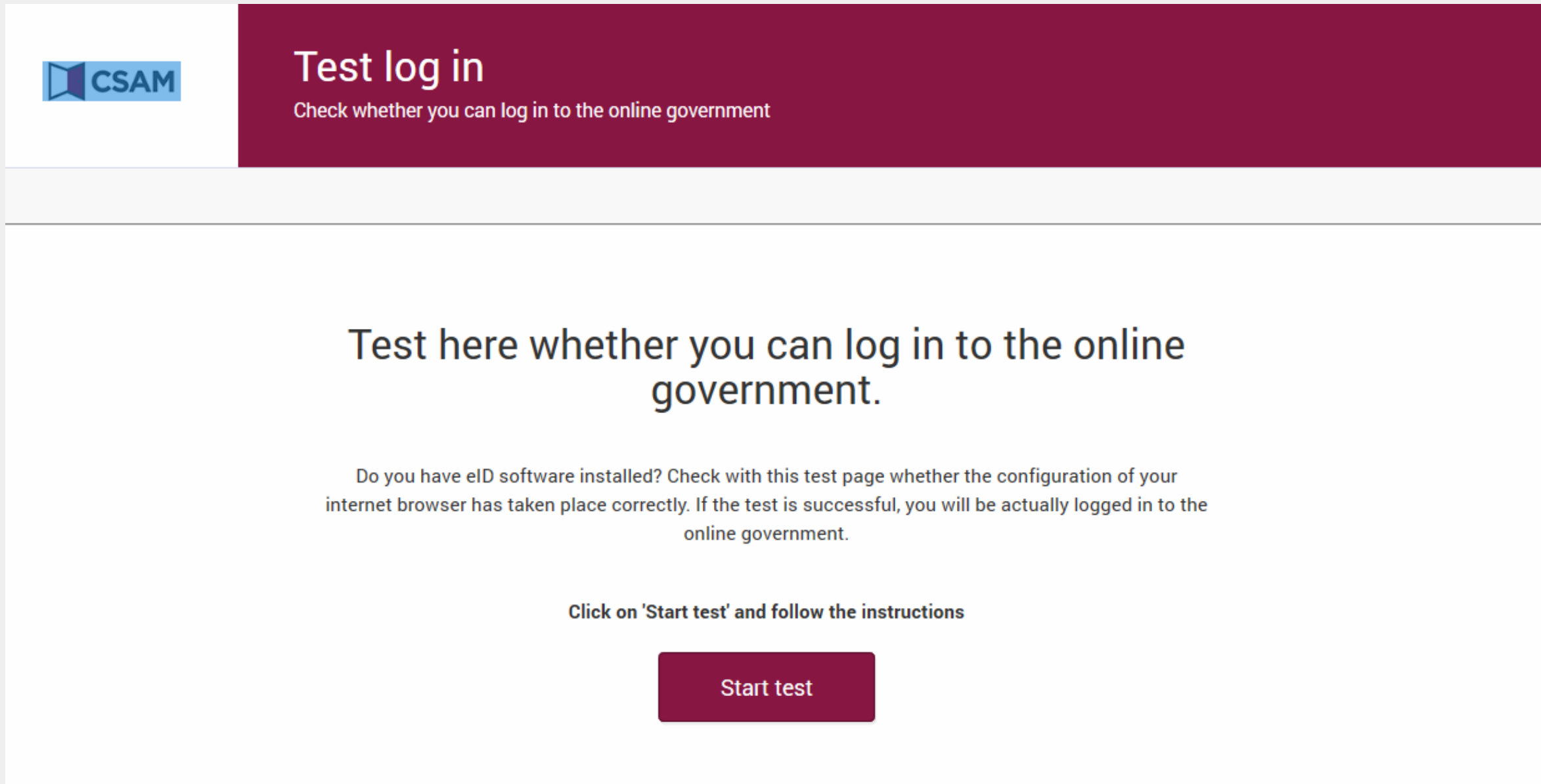


Troubleshooting

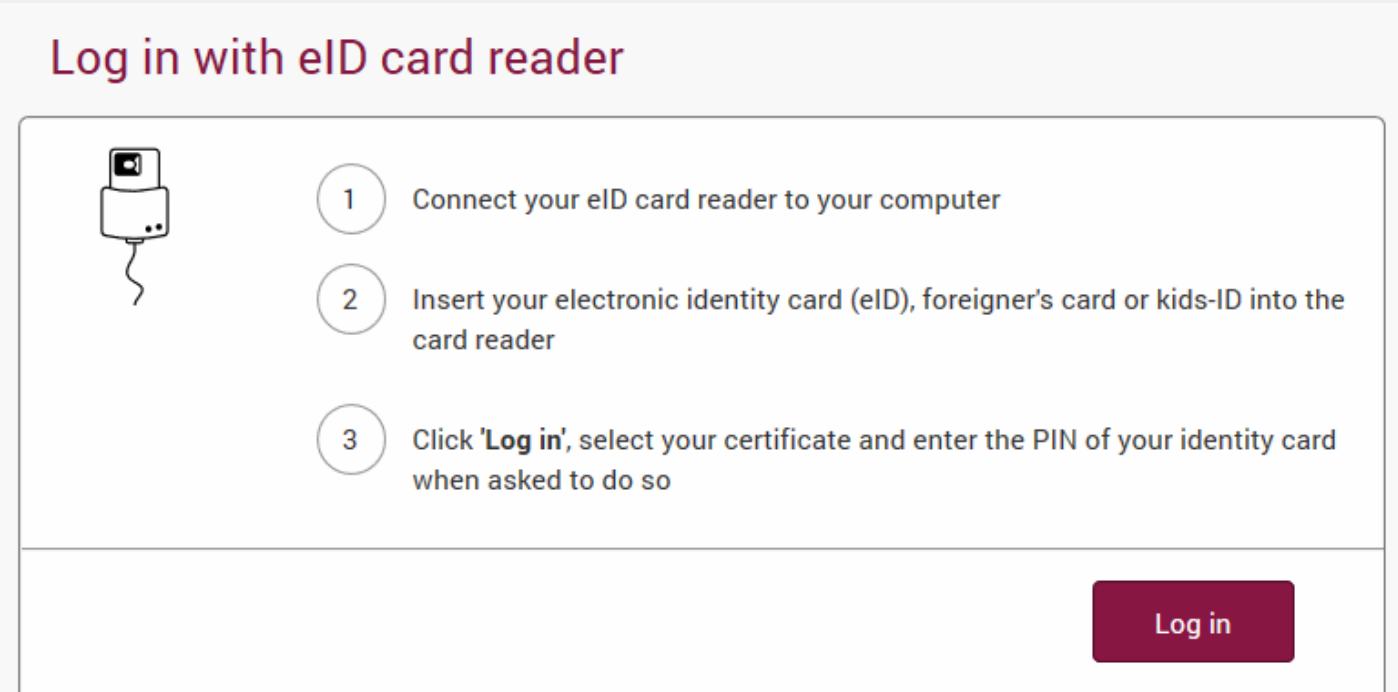
Test eID software

When the Belgian eID software is installed on your computer, you can test that it functions correctly using the steps below:
Go to the site: <https://iamapps.belgium.be/tma/>

Click “Start test” and follow the instructions.



Click on “Log in”. If that doesn’t function, close your browser and restart the procedure.



The pop-up “Windows Security Smart Card” appears. Enter your PIN code and click “OK”. Attention, you have 3 attempts.



Troubleshooting.

Other possible solutions to solve any problems.

If you encounter other problems when accessing the Belgian Central Individual Credit Register, try out the following solutions:

- Test that the eID software is installed correctly and that your eID certificate is valid.
Connect the card reader and go to www.test.eid.belgium.be. Check that you have the latest middleware version. If your eID is from March 2014 or later, you should re-install the latest version of this software (<http://eid.belgium.be>).
- Install the latest version of Java at www.java.com
- Close your Internet browser completely.
- Delete any Java temporary Internet files.
- Delete any cookies and temporary Internet files.
- Add the Belgian National Bank website to your trusted websites.
- Turn off your ad blocker.
- Turn off the Google Toolbar, Yahoo Toolbar and Windows Live add-ons.
- Check the date, time and time zone