

# 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

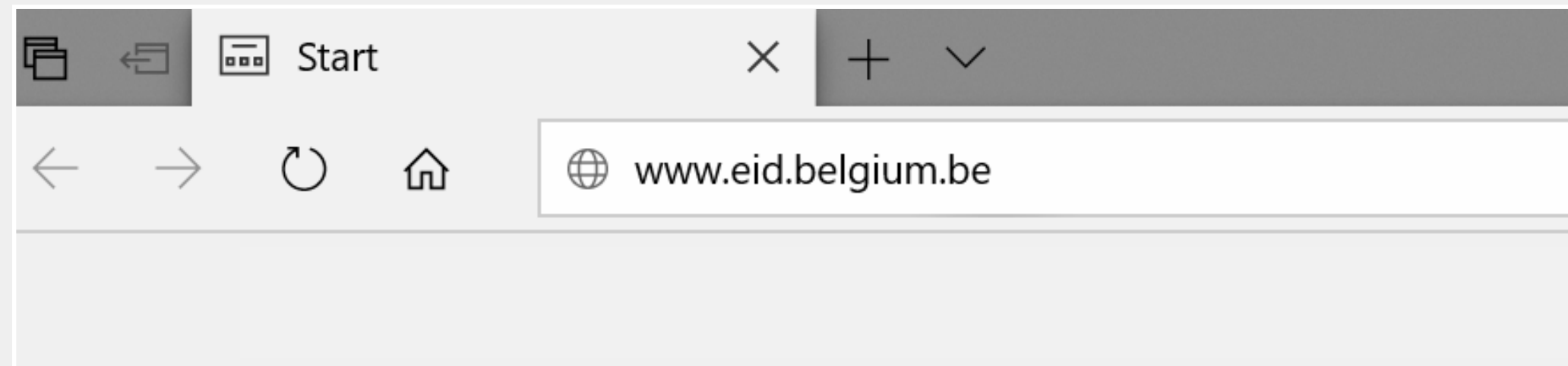


**Google Chrome**

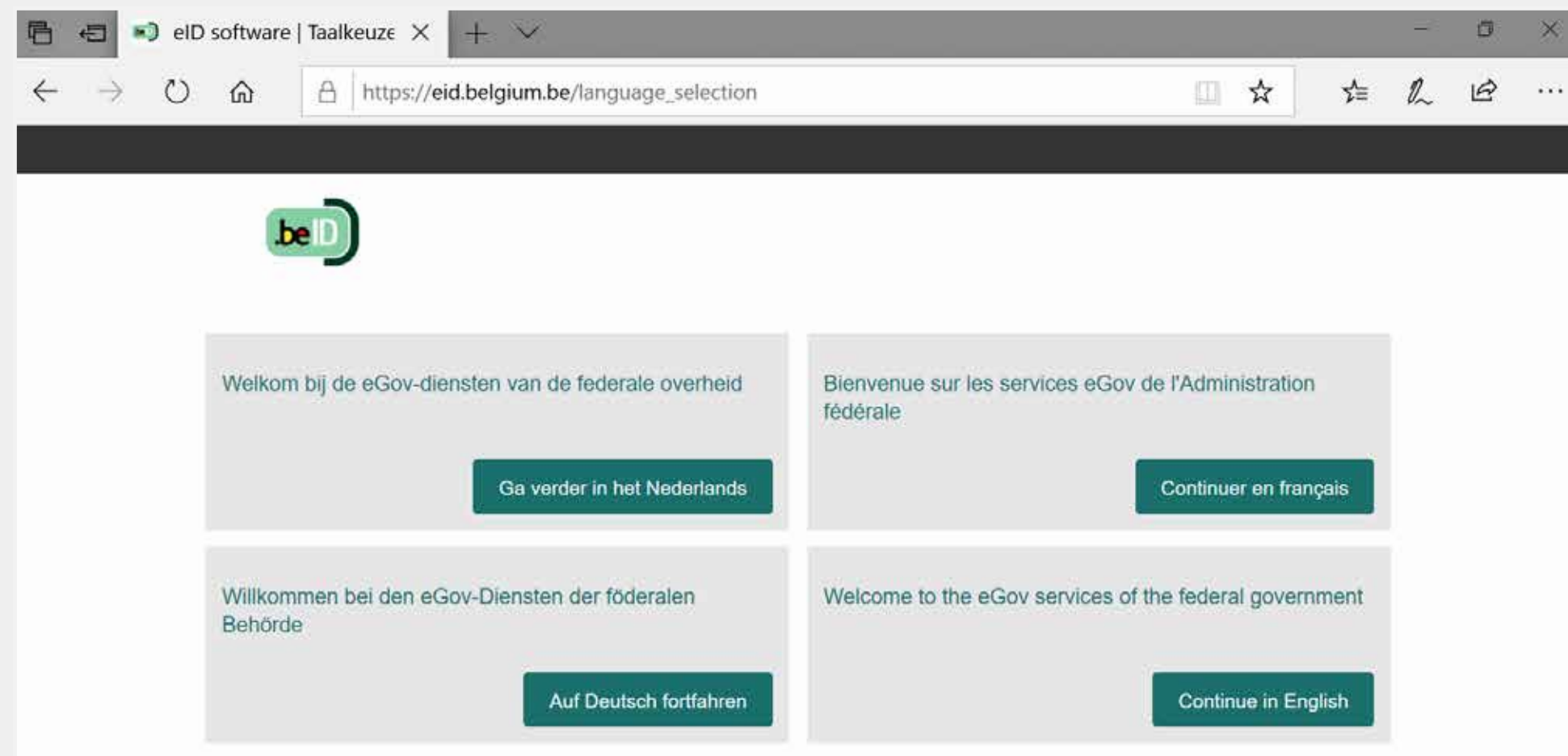
App

# Install the eID electronic identity software

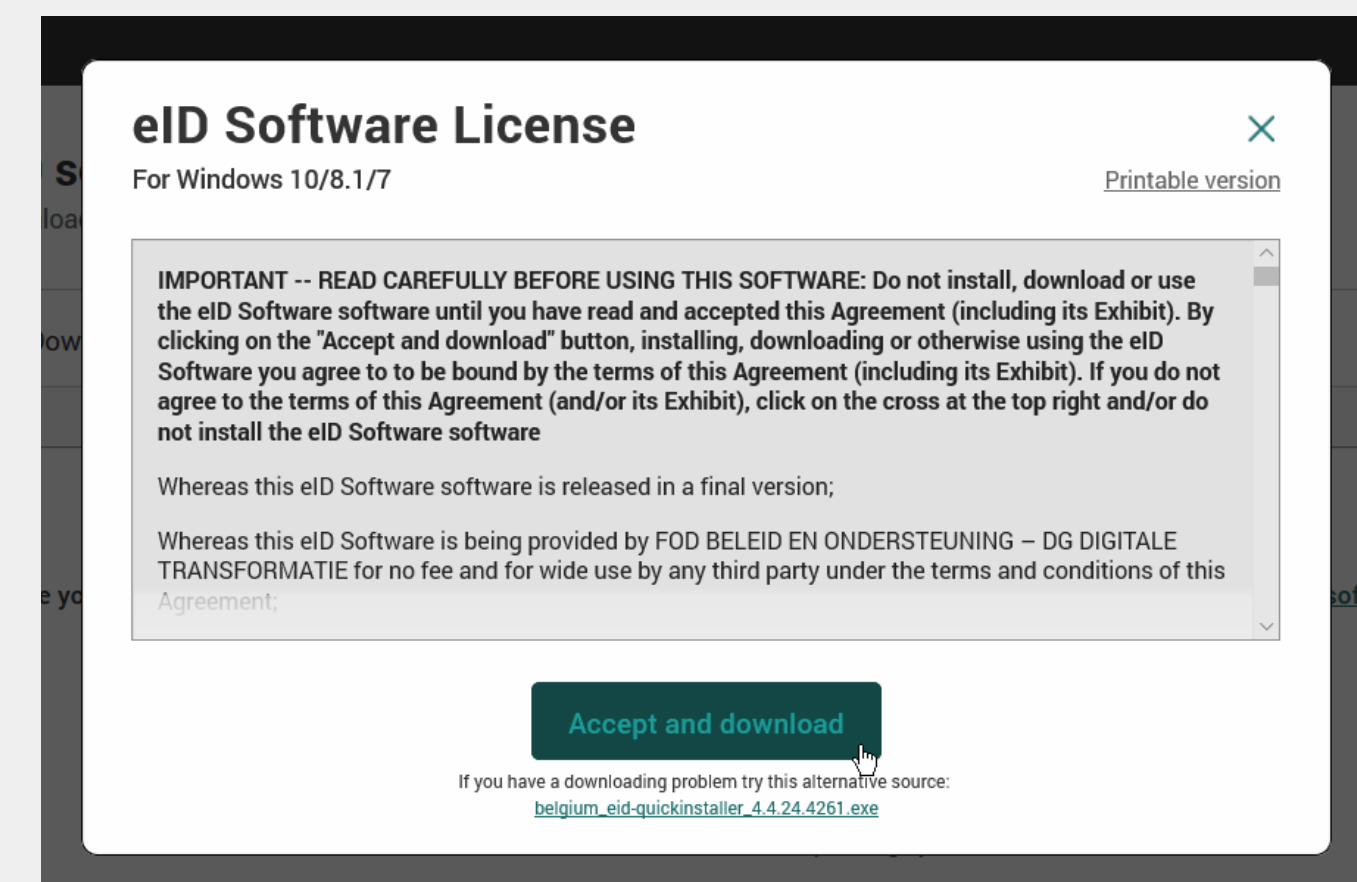
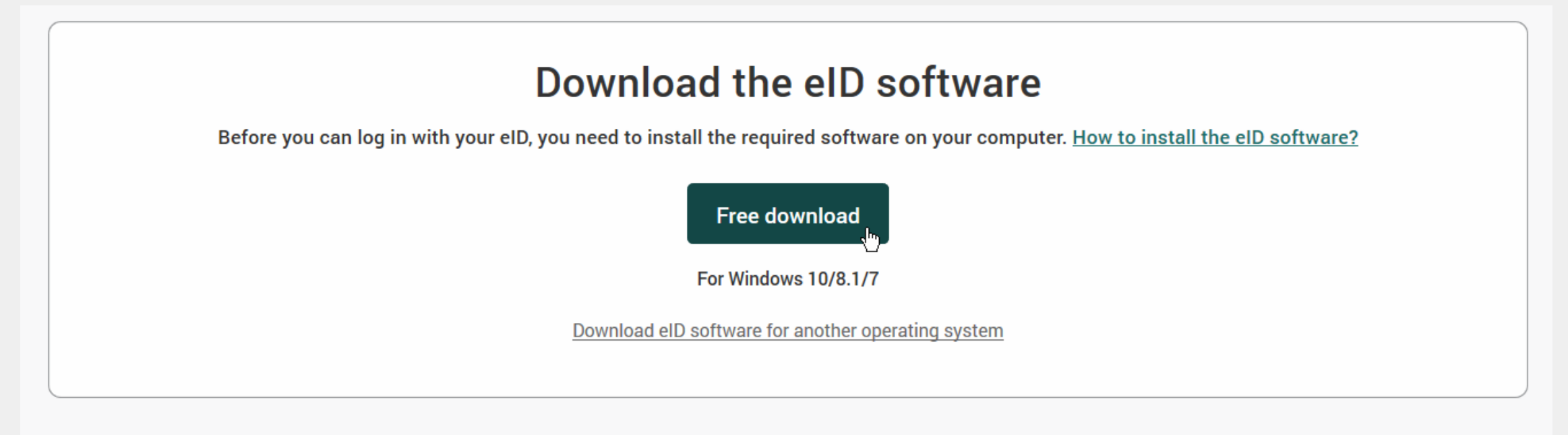
Open your browser and enter the address (or click on this link)  
[www.eid.belgium.be](http://www.eid.belgium.be)



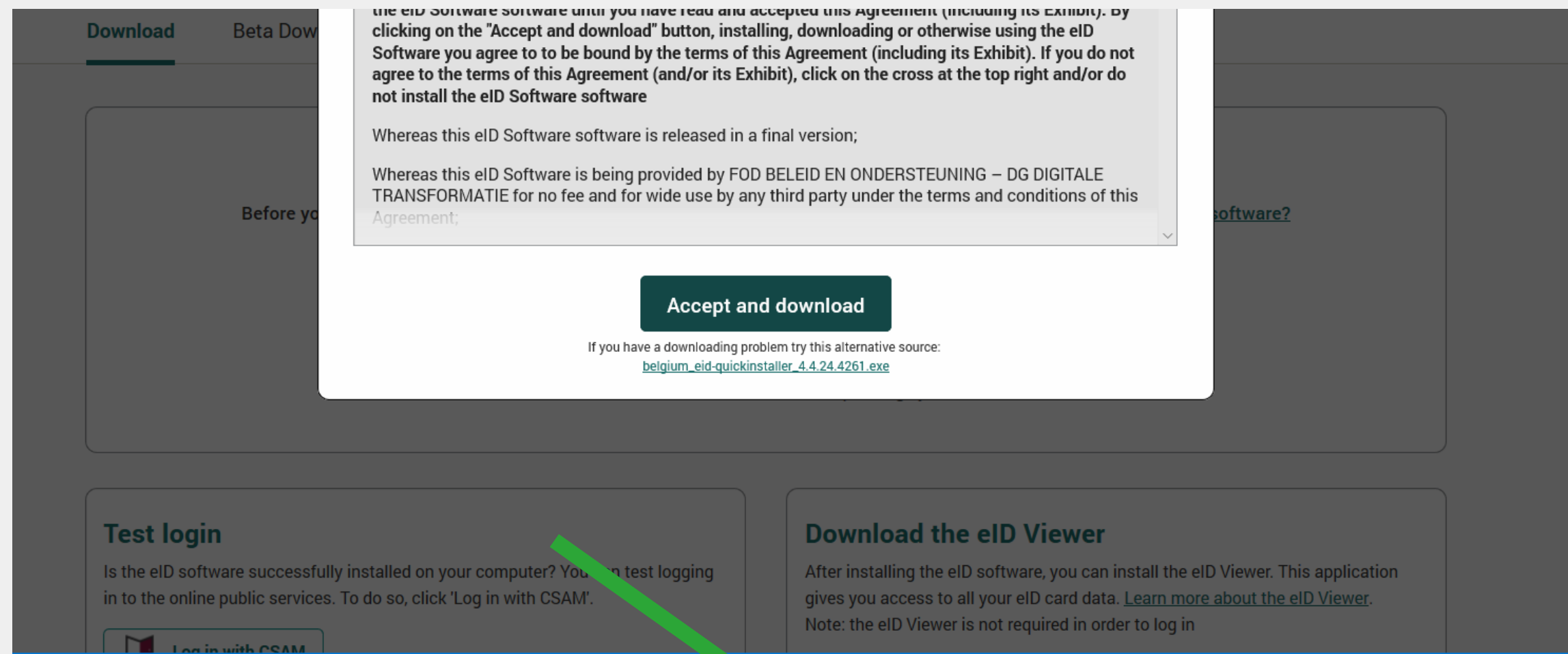
Select the language of your choice



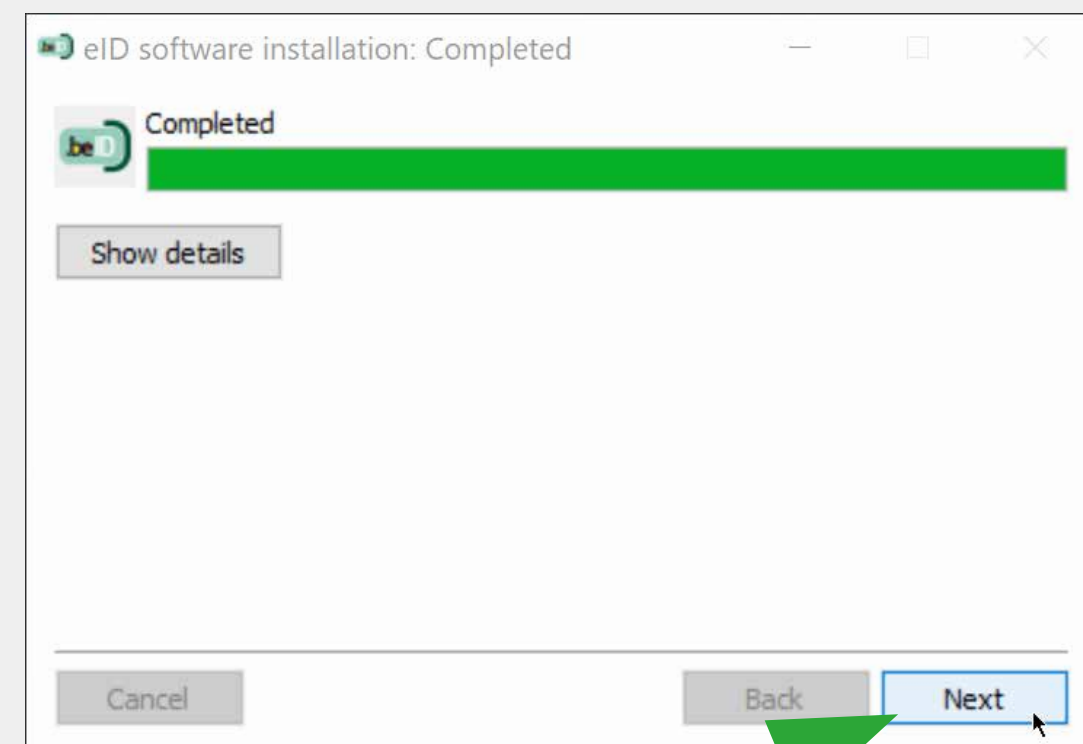
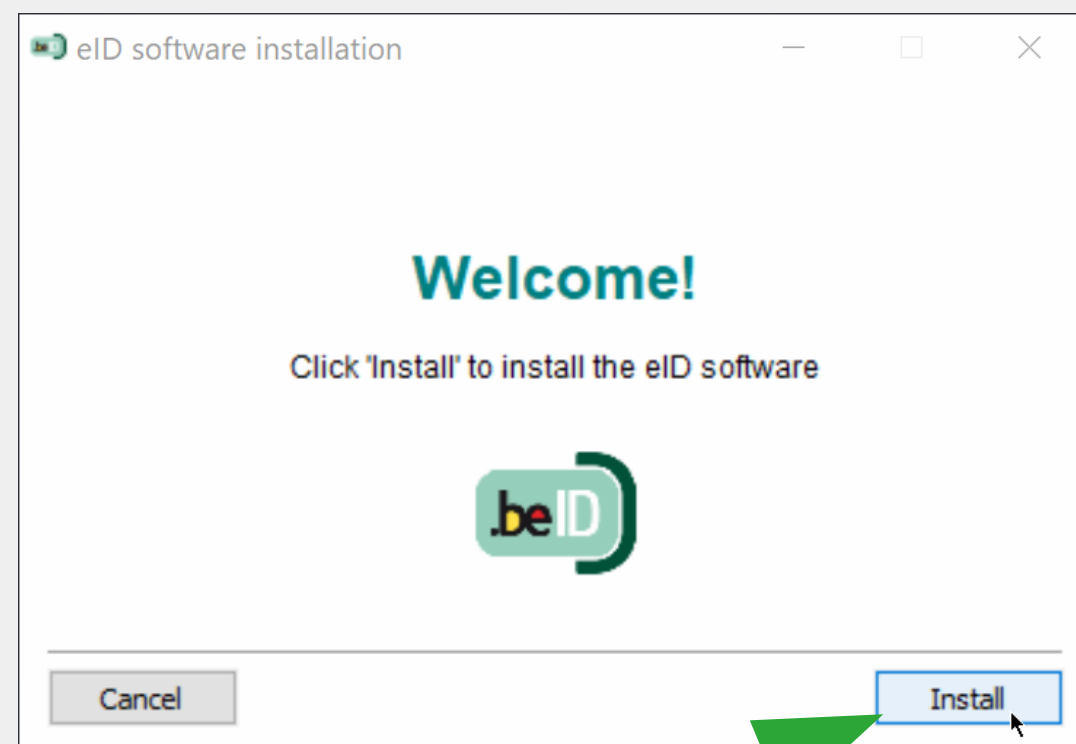
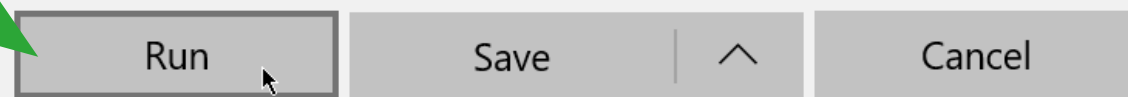
Click on the download button and accept the download in the next window



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)?  
From: eid.belgium.be

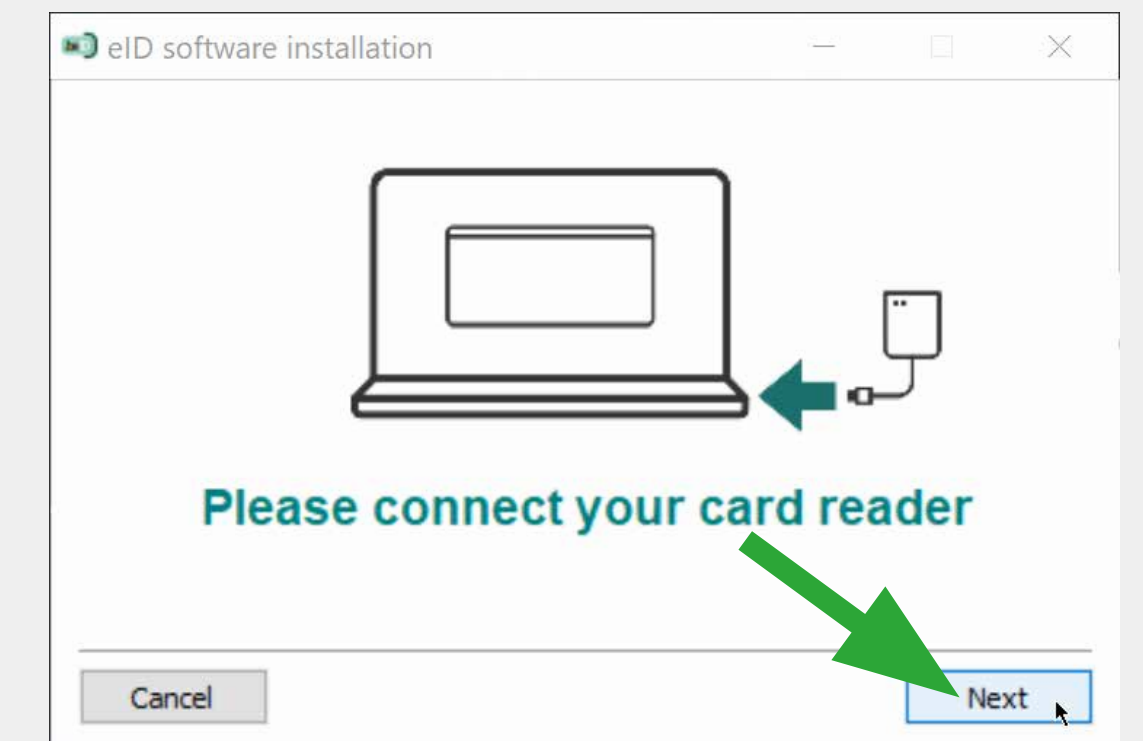


3

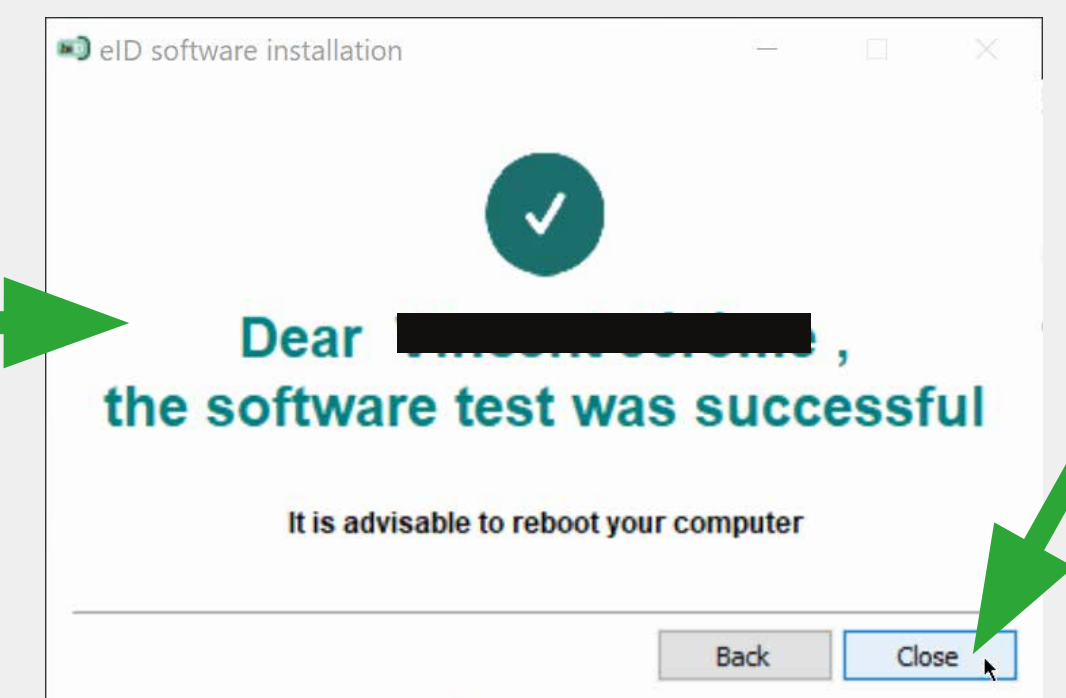
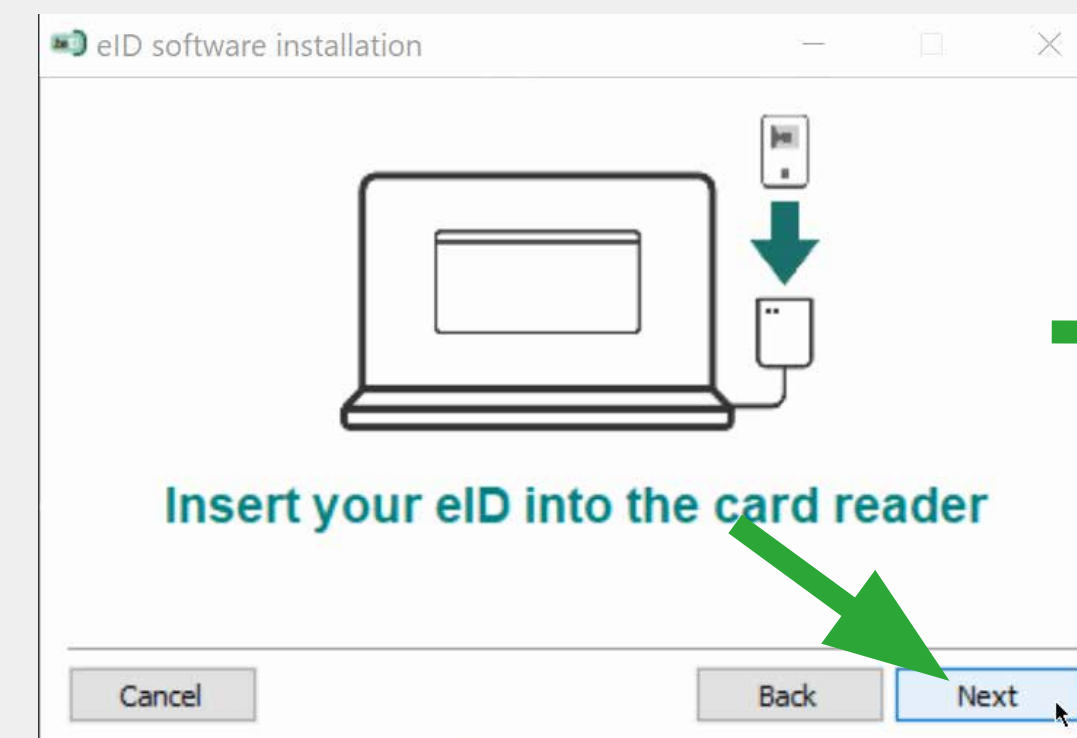
1. Once installation has been completed, test your card reader.



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



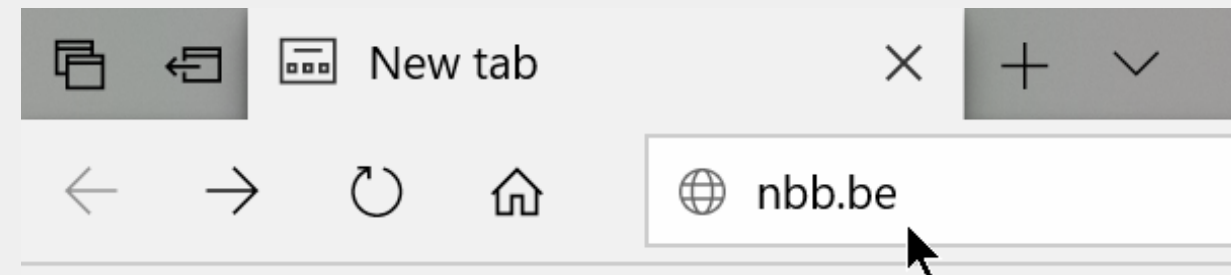
3. Then insert your ID card and click "next".



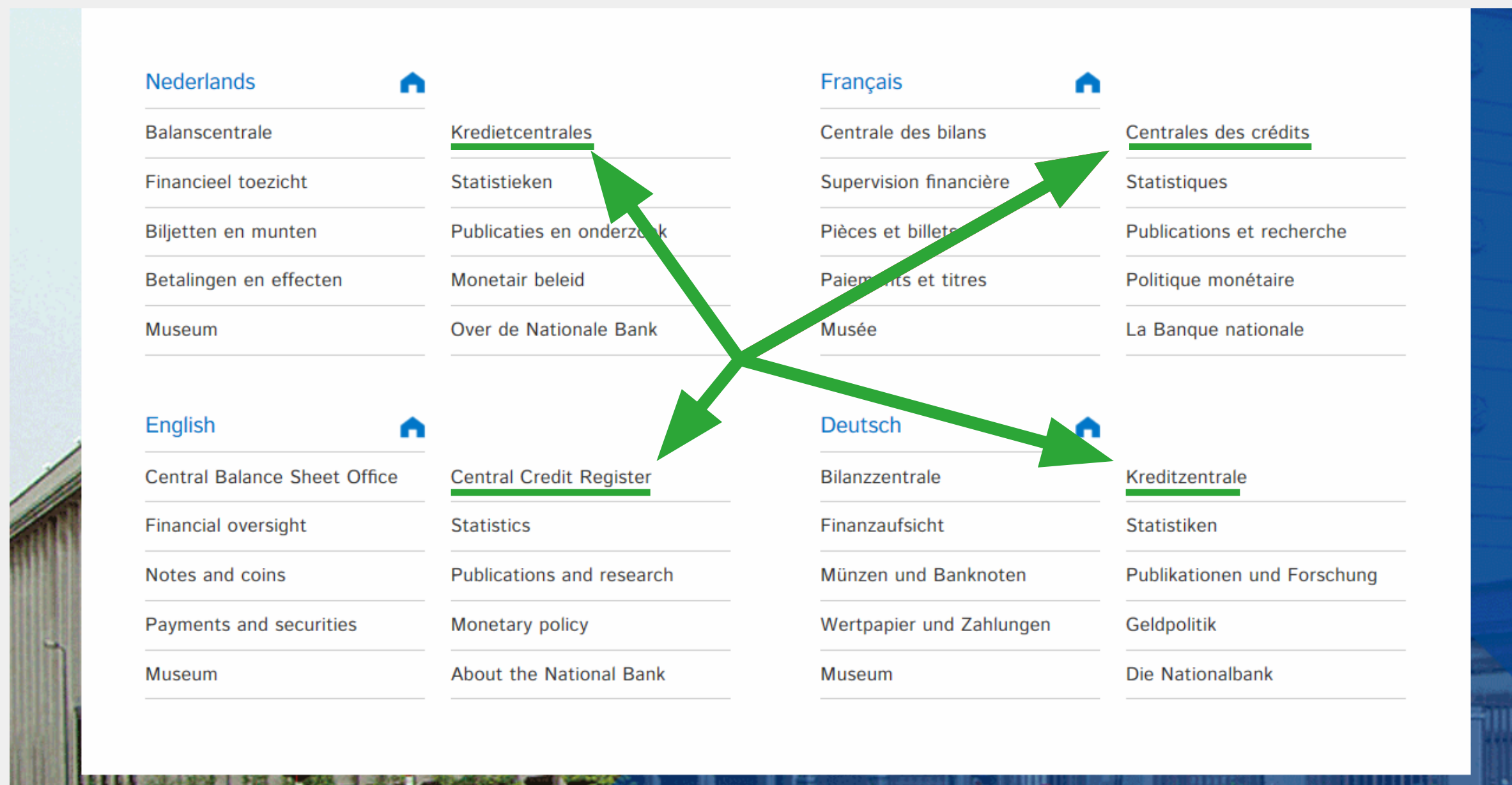
# Connect to the Belgian Central Bank and retrieve your document

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

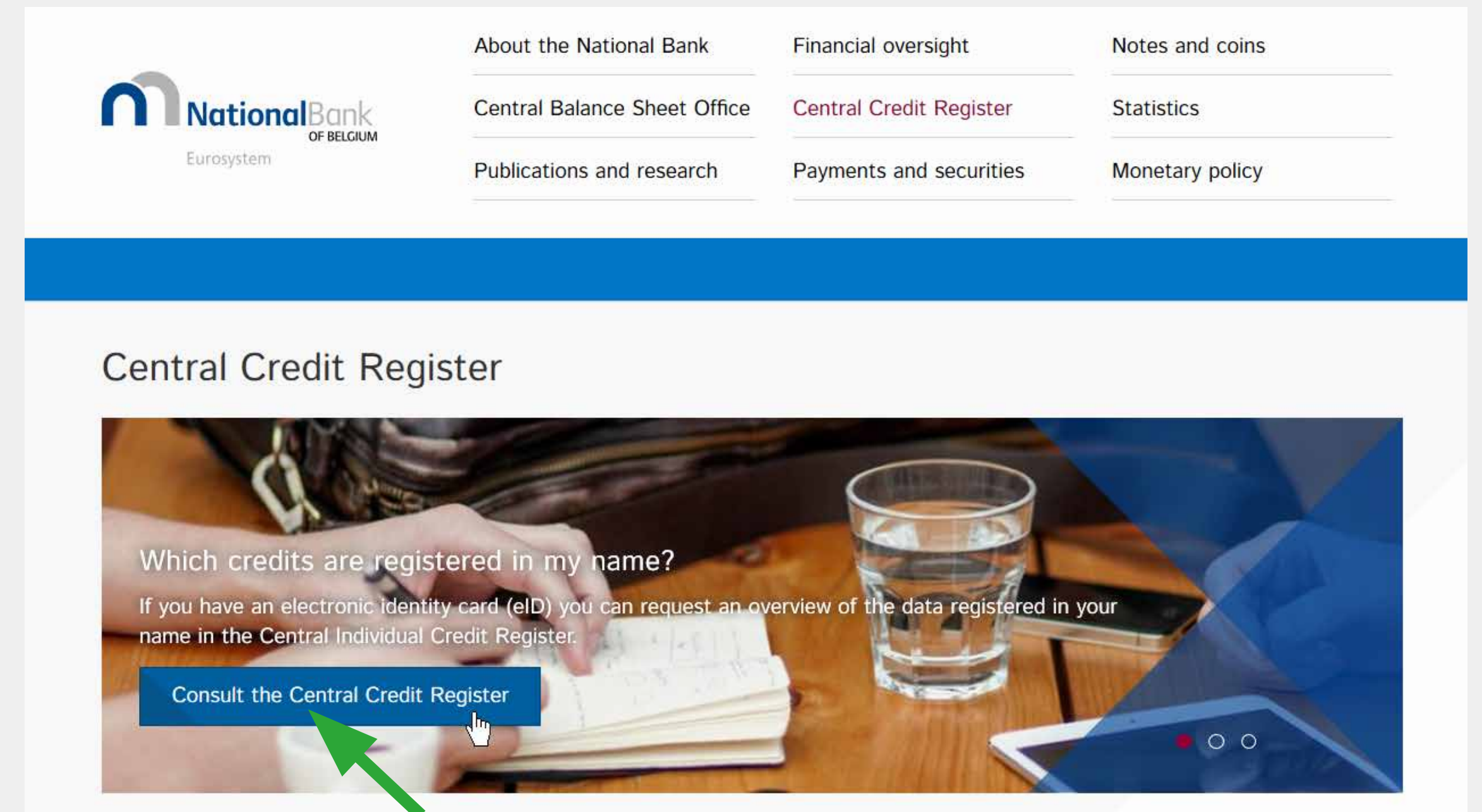
[www.nbb.be](http://www.nbb.be)



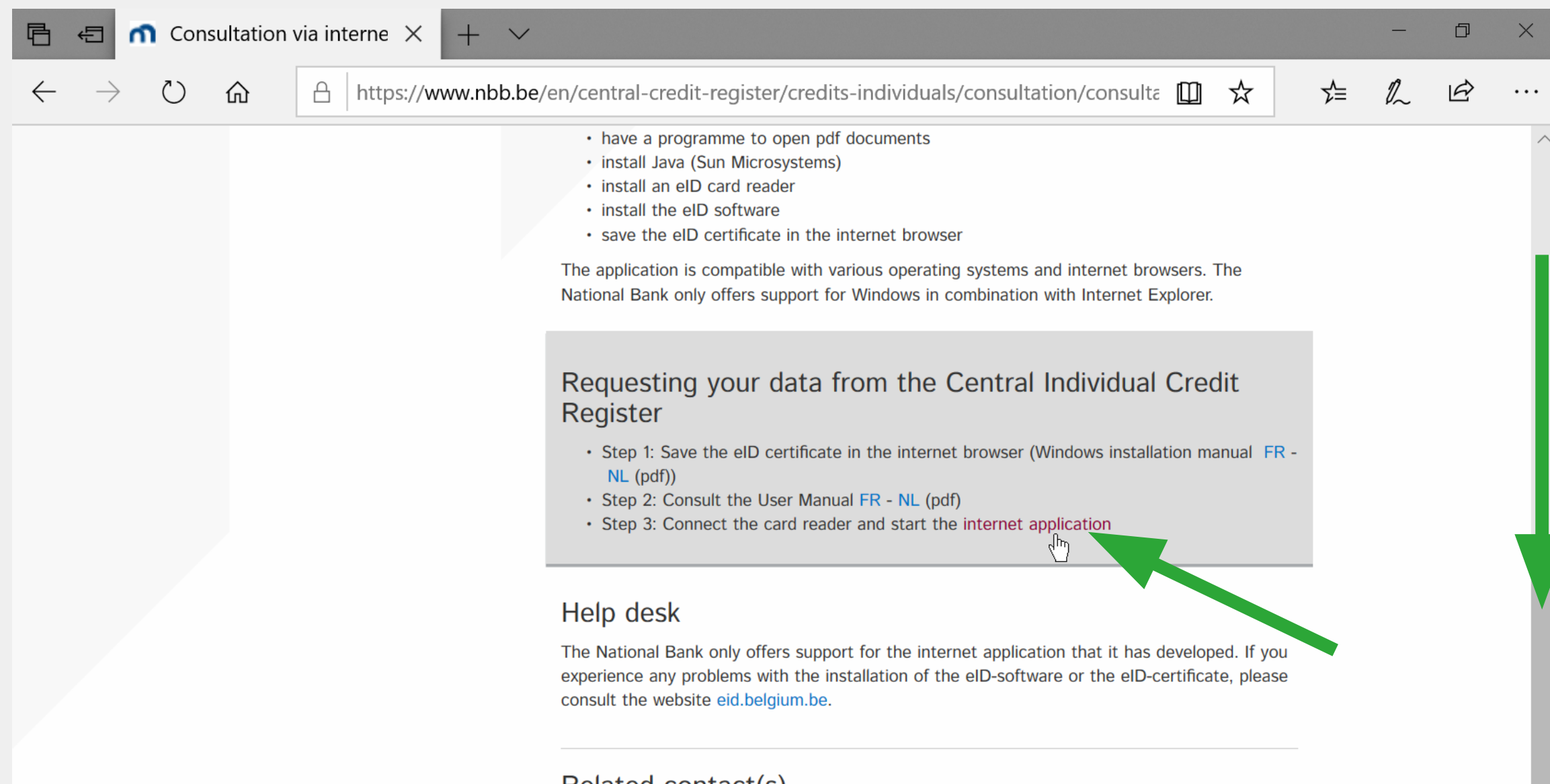
Choose “Central Credit Register” in English



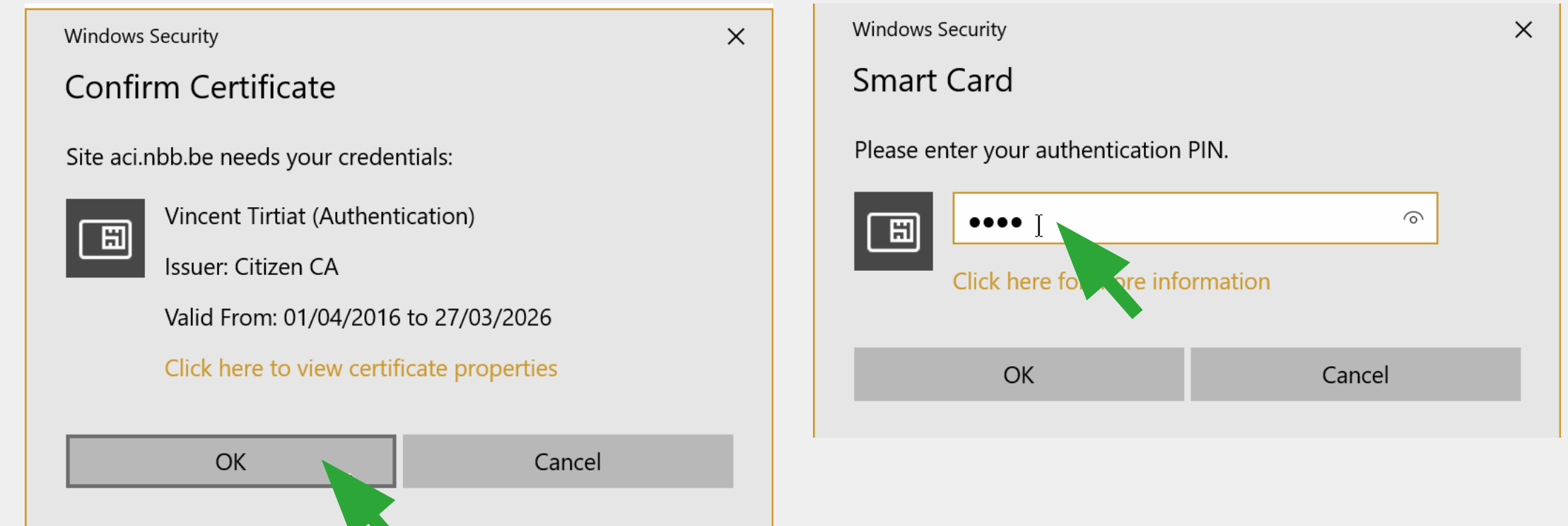
Click “Consult Central Credit Register”



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



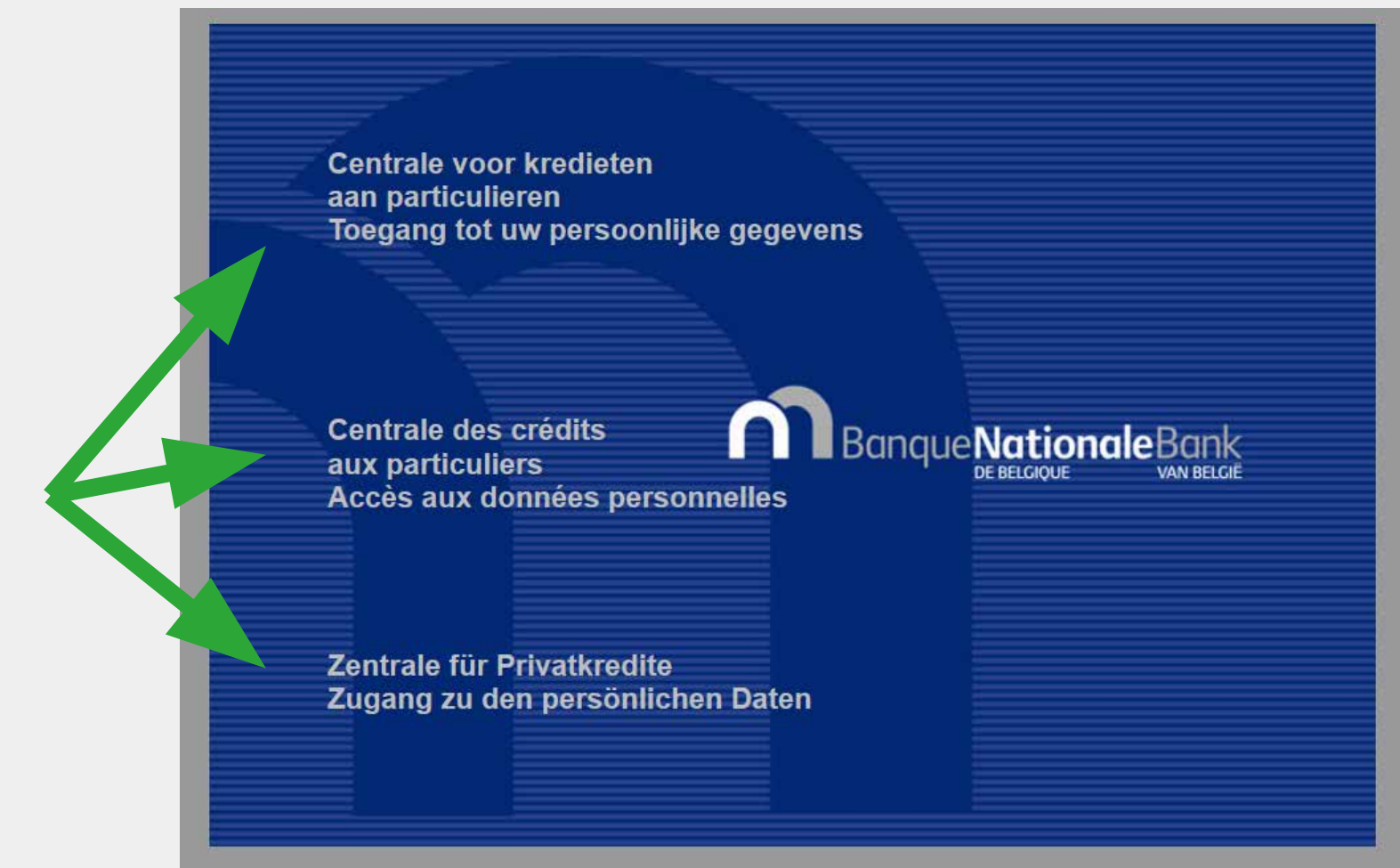
Once your ID card has been verified, click OK and enter your PIN code.



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



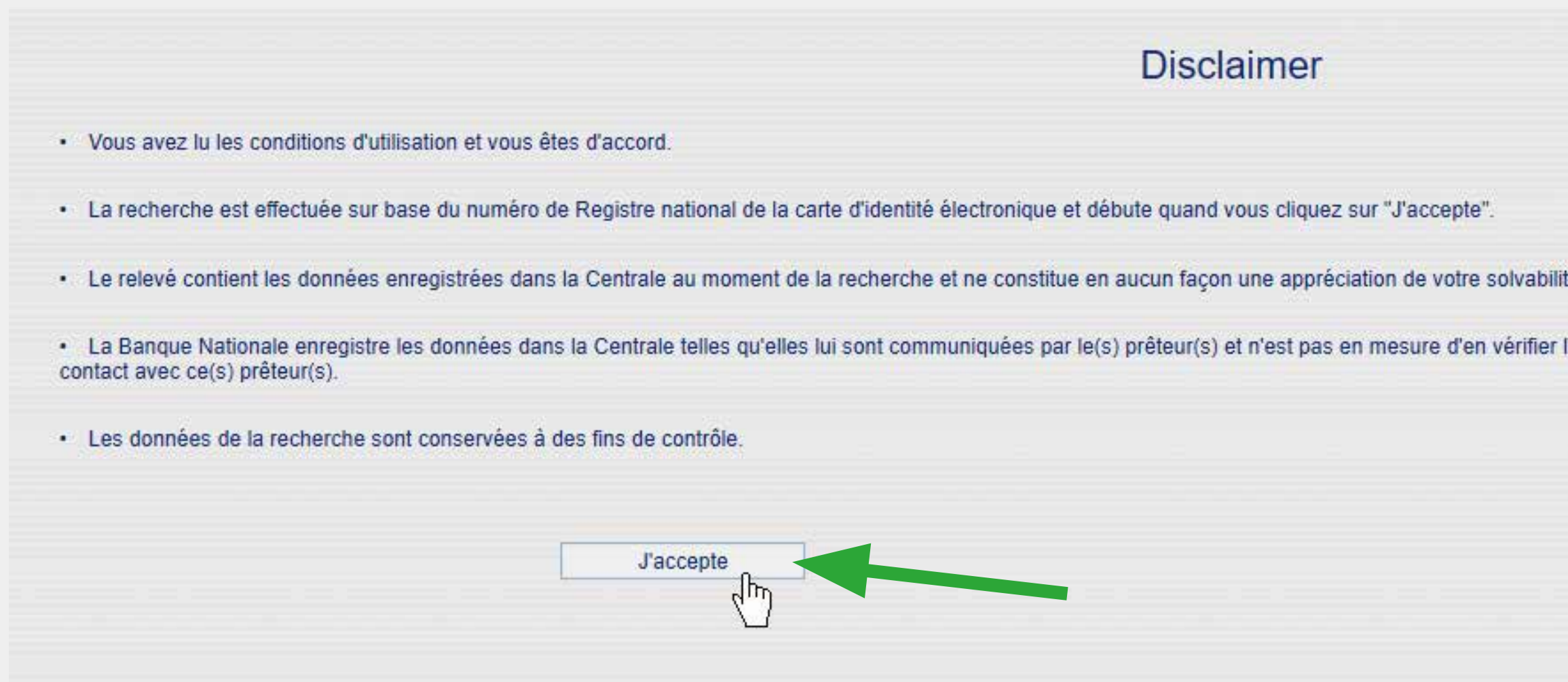
Once your code has been validated, select your language.



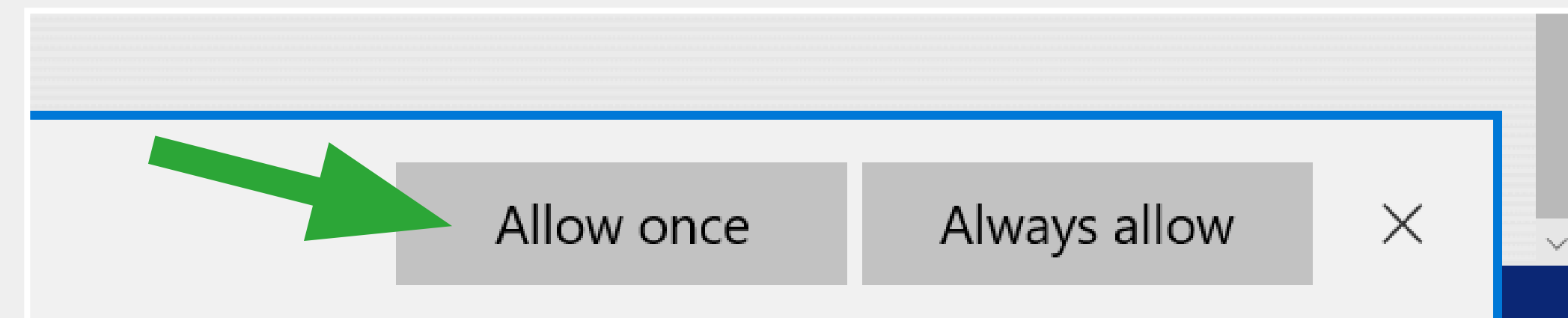
Click "Request a new statement".



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.

/actions/Overview

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**Informations micro-économiques**  
Centrale des crédits  
Centrale des crédits aux particuliers  
Institution de Belgique 14 - BE-1000 Bruxelles - Tél. 0800 94 313 - Fax 02 221 31 18  
TVA BE 0203201340 - RPM Bruxelles

**Centrale des crédits aux particuliers**  
Le présent document est délivré sur demande du particulier exerçant son droit à l'information ou du créancier de dettes.  
Il reflète les données éventuellement enregistrées à la date de consultation et ne constitue EN AUCUNE FACON une appréciation sur la solvabilité présente ou future de la personne mentionnée.  
TIRTIAT, VINCENT, (né(e) le 11/07/1960) N° de Registre national: 90 07 11 107 47

**Contrats de crédit sans défaut de paiement**  
(Les données sont supprimées trois mois et huit jours après la date de fin du contrat de crédit)

Émetteur (Destinataire)	N° crédit (Type Crédit)	Montant crédit (EUR)	Date de fin Contrat
BELFIUS BANQUE	075339112276 (Prêt hypothécaire)	27 500,00	01/02/2037
BELFIUS BANQUE	075338331125 (Prêt hypothécaire)	200 000,00	01/10/2036

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**Fichier des enregistrements non régis**  
Le présent document est délivré sur demande du particulier exerçant son droit à l'information ou du créancier de dettes.  
Il reflète les données éventuellement enregistrées à la date de consultation et ne constitue EN AUCUNE FACON une appréciation sur la solvabilité présente ou future de la personne mentionnée.  
TIRTIAT, VINCENT, (né(e) le 11/07/1960)  
Il n'y a pas de données enregistrées au nom de cette personne.

Save As

← → ↻ ↑ This PC > Desktop Search Desktop

Organize ▾ New folder

This PC  
3D Objects  
Desktop  
Documents  
Downloads  
Music  
Pictures  
Videos  
OSDisk (C:)

Name  
This PC  
Date  
04/06/2019 09:04

File name: document.pdf  
Save as type: PDF (\*.pdf)

Save Cancel

Hide Folders

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

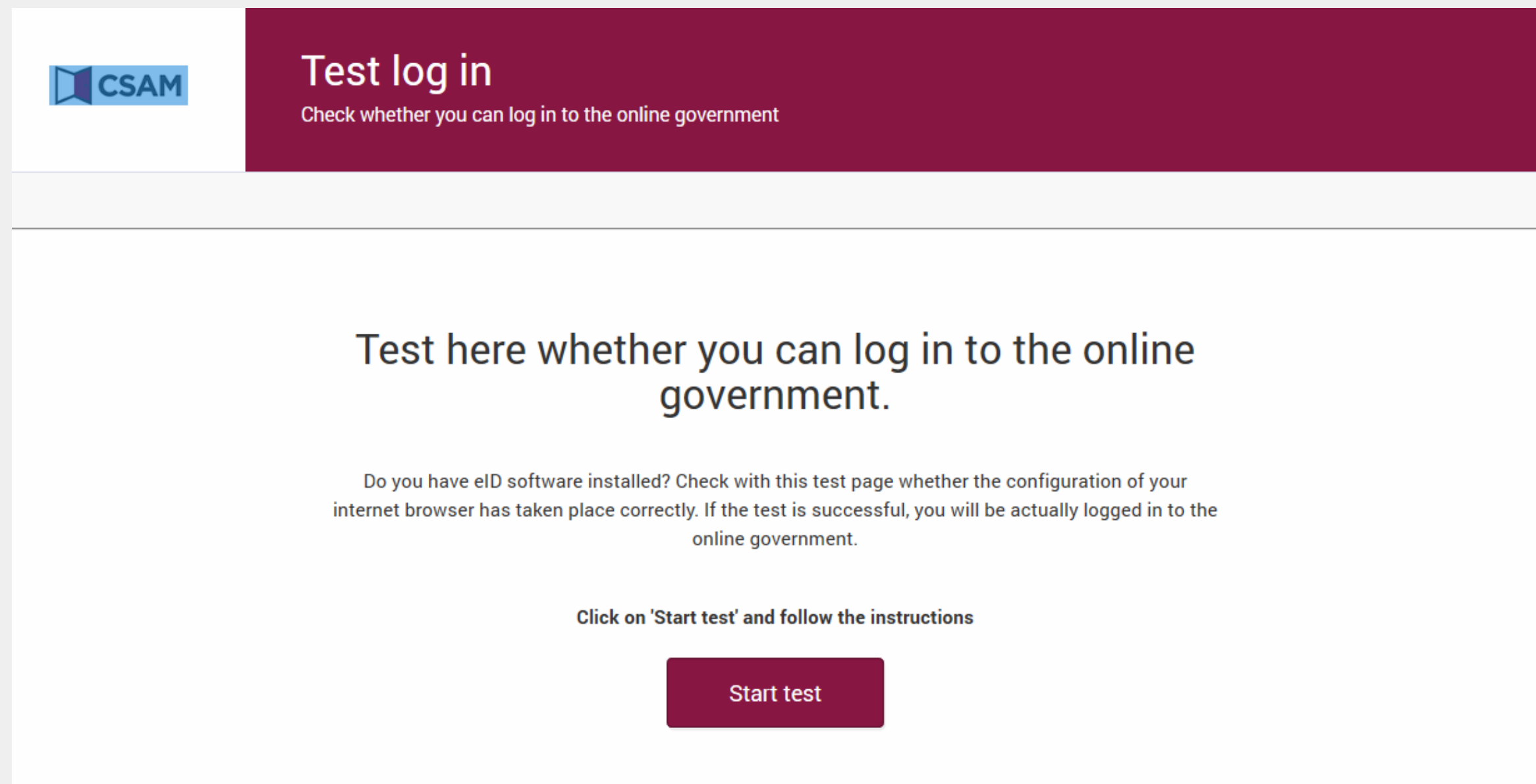
# Troubleshooting

## Test eID software

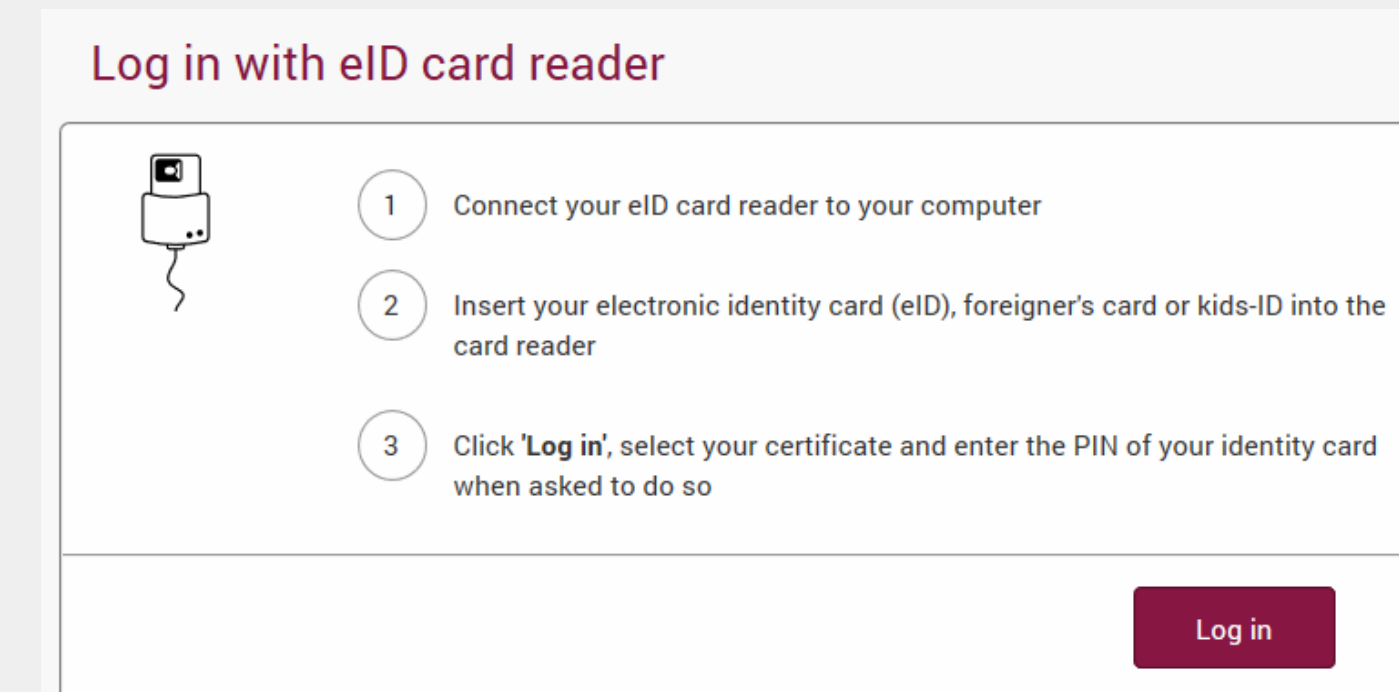
When the Belgian eID software is installed on your computer, you can test that it functions correctly using the steps below:

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](http://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](http://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