

# Complaints Procedure

## Switzerland

Complaints by the Client regarding the execution or non-execution of orders must be in writing and must be made upon receipt of the relevant advice or statement, but no later than 2 months after the date of such advice or statement, failing which the Client shall be deemed to have approved the execution of the orders and to acknowledge that the relevant statements and notices are correct. The Client who does not receive an advice or statement must request one no later than 2 months after the date on which the relevant order was to be executed, failing which the Client shall be deemed to have approved the execution or non-execution of the order.

### Client Services

Business Days	Monday to Friday (with the exception of bank holidays)
Contact details	ING Belgium S.A. / N.V., Brussels, Geneva Branch 6 Rue Jean-Petitot, Case postale 5613 1211 Geneva 11 Switzerland
SWIFT BIC	BBRUCHGT

### Customer Service Desk (e.g. in case of loss, theft or unauthorized use of a Payment Instrument)

Telephone Number	+41 22 592 3000, +41 22 592 3085
Fax	+41 22 592 3009
E-mail Address	cs.ch@ing.ch