

Complaints Procedure

Ireland

If the Account Holder has any cause for complaint in relation to any aspect of the business relationship with ING Dublin with respect to Payment Services, the complaint should initially be raised with ING Dublin. To the extent such a complaint has not been resolved to the satisfaction of the Account Holder, the Account Holder should address the complaint directly to the Financial Services Ombudsman by submitting a written complaint to Financial Services Ombudsman's Bureau, 3rd Floor, Lincoln House, Lincoln Place, Dublin 2 (or via www.financialombudsman.ie). All such disputes will be resolved by the Financial Services Ombudsman in accordance with its rules.

Client Services

Business Hours	09.00 – 18.00h CET
Business Days	Monday to Friday with the exception of bank holidays
Contact details	ING Bank N.V., Dublin Branch Block 4, Dundrum Town Centre, Sandyford Road Dundrum Ireland
SWIFT BIC	INGBIE2DICM

Customer Service Desk (e.g. in case of loss, theft or unauthorised use of a Payment instrument)

Telephone Number	+353 1 6384088
Fax Number	+44 207 562 0216
E-mail Address	cs.ie@ing.com