

# Complaints Procedure

## Bulgaria

If the Client has any cause for complaint in relation to any aspect of the business relationship with the Bank hereunder, the complaint should initially be raised with the Bank. To the extent such a complaint has not been resolved to the satisfaction of the Client, the Client should address the complaint directly to the relevant competent authority according to the subject of the dispute, including the Bulgarian National Bank at the following address: 1, Knyaz Alexander I Sq., Sofia 1000, Bulgaria, and tel. (+3592) 91459; Personal Data Protection Commission at the following address: 2, Prof. Tsvetan Lazarov Blvd, Sofia - 1592, Bulgaria, and telephone (3592) 91-53-518.

All disputes arising from the business relationship between the Bank and the Client shall be resolved by the competent court in Sofia, Bulgaria in accordance with its rules.

### Client Services

Business Hours	09:00 – 16:00
Business Days	Monday to Friday
Contact details	ING Bank N.V. - Sofia Branch 69 Bulgaria Blvd, Tower B, floor 10 1404, Sofia Bulgaria
SWIFT BIC	INGBBGSF

### Customer Service Desk

Telephone Number /	
Switchboard	+359 2 917 64 00, +359 2 917 67 00
Fax	+359 2 917 65 78
E-mail Address	<a href="mailto:ING_Reception@ing.com">ING_Reception@ing.com</a>
Website	<a href="http://ingwb.com">ingwb.com</a>

### In case of loss, theft or unauthorized use of a Payment Instrument

The loss, theft, misappropriation or unauthorized use of a Payment Instrument, personalized security feature of a Payment Instrument or any means of access to an ING Channel and a technical incident or any other fault which might jeopardize the security of any of the foregoing should be reported to ING via telephone using the following contact details:

Telephone Number ING Corporate Card Support +359 2 917 6464 or +311 0 428 9581