

Complaints Procedure Luxembourg

Lodge a complaint against ING Luxembourg S.A.

You can lodge a complaint in writing by mail, email or by secured message via “MY ING” to the Customer Experience/Complaints Service of ING Luxembourg:

ING Luxembourg S.A.
Customer Experience/Complaints
52, route d’Esch
L-2965 Luxembourg
E-mail : complaints@ing.lu

Complaints must clearly indicate the customer's contact details and include a brief description of the reason for the complaint.

If you are not satisfied with the solution or response given by ING Luxembourg, you can file a request for an out-of-court complaint settlement, in accordance with the provisions of regulation no. 13-02 issued by the Luxembourg financial regulator (CSSF).

Commission de Surveillance du Secteur Financier
Département juridique II
L-1150 Luxembourg
Fax : (+352) 26 25 1 – 601
E-mail: reclamation@cssf.lu

More details on the site of the CSSF:

<http://www.cssf.lu/en/consumer/complaints>