

# Complaints Procedure

## Poland

1. Any complaints concerning the Payment Transactions that the Client wants to make must be submitted in writing at a Branch of ING Bank Śląski, through the available Electronic Banking System or by telephone to the unit dedicated to contacts with Clients, the numbers of which are available on the websites of ING Bank Śląski.
2. ING Bank Śląski will answer the complaints in means of communication described above, not later than 30 Business Days from the date of receiving it. For reasons independent of ING Bank Śląski the term may be extended.
3. ING Bank Śląski reserves the right to make a correction of a wrongly booked amount on the Account even if the correction causes a Debit Balance. ING Bank Śląski will inform the Client about the correction on a bank statement.

### Client Services

Business Hours	09:00 - 19:00
Business Days	Monday to Friday
Contact details	ING Bank Śląski S.A. ul. Sokolska 34 40-086 Katowice Poland
SWIFT BIC	INGBPLPW

### Customer Service Desk

Telephone Number	+48 (32) 357 00 24
E-mail Address	<a href="mailto:bc@ingbank.pl">bc@ingbank.pl</a>
Website	<a href="http://www.ingbank.pl">www.ingbank.pl</a>

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

The loss, theft, misappropriation or unauthorized use of a Payment Instrument, personalised 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 jeopardise the security of any of the foregoing should be reported to ING via telephone using the following contact details:

Telephone Number	+ 48 801 242 42 + 48 32 357 012 – in case of theft or loss of cards
E-mail Address	<a href="mailto:bc@ingbank.pl">bc@ingbank.pl</a>