

# Complaints Procedure

## Romania

If the Client becomes aware of any unauthorised or incorrectly executed payment transactions, it is required to notify ING Bank N.V. Amsterdam, Bucharest Branch in writing for correction, if it is signalled, but no later than 13 (thirteen) months after the debit date.

The claim regarding the protest shall comprise the following: legal name, head office address, correspondence address and other particular identification data of the Client, transaction type and the grounds for protest. The claim shall be solved within 30 (thirty) business days, from its receipt by ING Bank N.V. Amsterdam, Bucharest Branch, through a written notice sent by the ING Bank N.V. Amsterdam, Bucharest Branch to the Client.

In case the Client does not agree with the solution provided by ING Bank N.V. Amsterdam, Bucharest Branch, it may appeal to extrajudicial dispute solving procedures as provided by the payment services laws. If the dispute is not solved in an amiable way by the above mentioned procedures, it shall be referred for settlement to the competent court of law from ING Bank N.V. Amsterdam, Bucharest Branch premises in Bucharest.

### Client Services

Business hours	9:00 - 16:00, CET+1
Business days	Monday to Friday
Contact details	ING Bank N.V. Amsterdam, Bucharest Branch 48 Iancu de Hunedoara Boulevard 011745, Bucharest 1 Romania
SWIFT BIC	INGBROBU

### Customer Service Desk

Telephone number	+ 40 21 222 16 00
Fax	+ 40 21 222 14 01
E-mail address	<a href="mailto:contact@ingromania.ro">contact@ingromania.ro</a>