

Complaints Procedure

Turkey

If the Account Holder has any cause for complaint in relation to any aspect of the business relationship with ING Bank A.Ş. Turkey with respect to Payment Services, the complaint should initially be raised with ING Bank A.Ş. Turkey.

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 International PCM Customer Support Department at address: intpcm@ingbank.com.tr

All such disputes will be resolved by this organisation in accordance with its rules.

Client Services

Business Hours	09:00 -18:00
Business Days	Monday – Friday
Contact details	ING Bank A.Ş. Reşitpaşa Mah. Eski Büyükdere Cad.No.8 34467 Sarıyer, Istanbul Turkey
SWIFT BIC	INGBTRIS

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

Telephone Number	+90 212 335 16 32, +90 212 335 15 21, +90 212 335 16 79
Fax	+90 212 366 45 15
E-mail Address	cs.tr@ingbank.com.tr