

Complaints Procedure

Ukraine

If the Account Holder has any cause for complaint in relation to any aspect of the business relationship with ING Bank Ukraine with respect to Payment Services, the Client should address the complaint to the Account Holder's Relationship Manager.

Client Services

Business Hours	09:00 – 18:00 (CET+2)
Business Days	Monday to Friday
Contact details	PJSC ING Bank Ukraine 30-A Spas'ka street 04070 Kiev Ukraine
SWIFT BIC	INGBUAUK

Client services desk

Telephone Number	380 44 230 3051
Fax	380 44 230 3040
E-mail Address	ingkiev@ingbank.com