

# Complaints Procedure

## United Kingdom

If the Account Holder has any cause for complaint in relation to any aspect of the business relationship with ING London with respect to Payment Services, the complaint should initially be raised with ING London. 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 the customer services department of the Financial Conduct Authority (FCA) at address: 25 The North Colonnade, Canary Wharf, London E14 5HS; or by telephoning the FCA customer service department at +44 (0) 845 6069966. All such disputes will be resolved by the FCA in accordance with its rules.

### Client Services Desk

Business Hours	08:00 – 17:00 GMT time
Business Days	Monday to Friday with the exception of Bank holidays.
Contact details	ING Bank N.V., London Branch 8-10 Moorgate London EC2R 6DA United Kingdom
SWIFT BIC	INGBGB22

**Client Services Desk** (e.g. in case of loss, theft or unauthorized use of a Payment Instrument)

Telephone Number	+44 207 767 1484 and 1485
E-mail Address	cs.uk@ing.com