

Fraud Notification Channels Procedure

Where to report fraud

Timely reporting of suspected or confirmed fraud increases the chance of preventing the fraud from completion or may help to recover stolen funds. There are several options available to you:

a) Clients

- **Call** ING Wholesale Banking, Fraud operations at (+31) 20 228 8800 (Communication is possible in Dutch and English language)
- **Send an email to the following address:** fraud.at@ing.com
- **Please forward fake or suspicious emails and newsletters:** fraud.at@ing.com and then delete them immediately. Don't reply, click links, or do not open any attachments.
- **IMPORTANT:** Never disclose your secret codes, passwords, and other access data - not by e-mail, telephone or via other conversation. No respectable company will ever ask for such a confidential information.
- **If you see unfamiliar pages or changed processes after logging into Internet banking,** stop the process immediately and report it to our helpdesk (+31) 20 228 8800
- **Report suspicious phone calls** to our helpdesk (+31) 20 228 8800

b) Third parties (e.g. suppliers)

- In case of suspected or confirmed fraud involving ING Bank AT, please contact us via our email address at fraud.at@ing.com
- If the case has an impact on another ING entity please contact the following teams: fraude@ing.com, or contact the Local Fraud Lead of the concerned ING entity.