

# Do you have a complaint?

If you are not satisfied with us for any reason, please do not hesitate to let us know: personally, by telephone, e-mail or letter.

## Mediation and Ombudsman

In the rare case that we are not be able to come to an agreement, you have the following possibilities for support from a neutral third party:

- Confer with the German Ombudsman Scheme for private banks
- Contact the German Federal Financial Supervisory Authority BaFin (Bundesanstalt für Finanzdienstleistungsaufsicht)
- File a civil lawsuit

## Wholesale Banking Germany

Opening hours Business days	8:00 am – 5:00 pm
Address	Monday to Friday ING Bank, a Branch of ING DiBa AG Hamburger Allee 1 60486 Frankfurt am Main Germany
SWIFT BIC Telephone	INGBDEFF +49 (0)69/27222-62546, 7:30 am – 5:00 pm
E-mail Website	<u>SP BSM WB@ing.de</u> <u>www.ingwb.com</u>

## Extrajudicial settlement

The bank participates in the settlement program “German Private Banks’ Ombudsman Scheme” (bankenombudsmann.de). The scheme gives consumers the possibility to contact an ombudsman specialized in the settlement of disputes with private banks. Clients which are not consumers may also contact the ombudsman if the subject of the complaint is a payment services contract (§ 675 f of the German Civil Code).

Further details may be found in the “Rules of Procedure of the German private banks’ Ombudsman Scheme” which we are happy to provide you with on request. You may also download it from the website [en.bankenverband.de](http://en.bankenverband.de). Your complaint is to be submitted in writing (e.g. letter or e-mail) to the Customer Complaints Office of the Association of German Banks, P.O. Box 04 03 07, 10062 Berlin, e-mail: [schlichtung@bdb.de](mailto:schlichtung@bdb.de).

**German Federal Financial Supervisory Authority (Bundesanstalt für  
Finanzdienstleistungsaufsicht)**

Address in Bonn:

Graurheindorfer Str. 108

53117 Bonn

Address in Frankfurt am Main:

Marie-Curie-Str. 24- 28

60439 Frankfurt am Main

Telephone: +49 (0) 228 / 4108-0

Telefax: +49 (0) 228 / 4108-123

E-mail: [poststelle@bafin.de](mailto:poststelle@bafin.de)