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# Customer Assistance

## Customer Assistance

Our customer care specialists are here to answer any concerns you have, and help with all your everyday banking needs. You may contact our 24-Hour Customer Service through any of the following:

1. ING mobile application Live Chat
2. ING mobile application Support message
3. Facebook Messenger [[www.facebook.com/INGPhilippines](http://www.facebook.com/INGPhilippines)]

We aim to address your concerns immediately. However, should we require more time to address your concerns, we shall keep you updated during the resolution.

For your security, if your query requires you to share any account, personal, or sensitive personal information, or information that may be confidential, please use our mobile application to communicate with us.

ING Bank N.V., Manila Branch is supervised by the Bangko Sentral ng Pilipinas.

You may also call or email the BSP's Financial Consumer Protection Department at (632) 708-7087 or [consumeraffairs@bsp.gov.ph](mailto:consumeraffairs@bsp.gov.ph).