

Information for Clients with Disabilities

During its procedures, the Bank always strives to comply with the principles of equal treatment and non-discrimination. The Bank states that it will not reject a request submitted by a Client with a disability to conclude a contract or make any other legal declaration without reasonable grounds, solely based on the Client's disability.

To promote equal access to financial services for persons with disabilities, in line with Recommendation No. 6/2025 (VI.16.) of the Hungarian National Bank, the Bank provides the following options:

1. Scheduling an Appointment in Advance

ING Bank N.V. Hungarian Branch offers Clients with disabilities the possibility to schedule an appointment in advance upon request. Ensuring the Client's involvement in finding solutions that can lead to successful customer service, including personal presence and sufficient time to take measures necessary to review the terms and conditions.

Booking appointments in advance is particularly important if a support or escort service, sign language interpreter, or authorized representative needs to be appointed (support options). The Bank also provides the possibility to conclude agreements in English.

Please schedule an appointment in advance if the Client's condition has changed in a way that makes any of the support options mentioned above necessary.

Appointments can be arranged through the corporate contact, by phone, or at the branch office. The earliest possible appointment may be scheduled for the second business day following the request.

Phone number:

+36 1 235 8800

2. Accessible Branch

The accessibility rate of ING Bank N.V. Hungarian Branch office is 100%

3. Separate Meeting Room

At the request of a Client with a disability, the Bank will provide a separate meeting room for private consultation.

4. Personal Contact

While visiting the branch, Clients can reach their relationship manager using their workplace contact details.

5. Assistance with the conclusion of agreements

For visually impaired Clients, upon request, the Bank will read aloud the agreement and the general terms and conditions in the presence of two witnesses or a notary, and it shall be recorded in the agreement.

Budapest, October 2, 2025