Fraud and scams claim form

All questions marked with an asterisk (*) are obligatory

1. General information

Please fill out this section so we can identify you in the system.

Last name*:

First name*:

Account number*:

ⓘ **Once you have completed and signed this form, please send it to the following address or email:**

Fraud Center of Expertise
26, Place de la Gare L-2965 Luxembourg
reportfraud.lu@ing.com

2. Disclaimer and consent

To help us investigate and try to recover the funds related to the possible fraud, we kindly ask you to fill out this form and provide a copy of the police report. Please note: Without this completed form and supporting documents, like relevant screenshots, we may not be able to investigate or recover the disputed funds.

As part of our investigation, ING Luxembourg may need to share details about the disputed transaction(s)-such as the names of the sender and recipient, the transaction information, and your police report-with the bank(s) that received the funds. Please note that more than one bank may be involved in processing or forwarding the payment.

By submitting this form, I/we expressly authorize ING Luxembourg to communicate this information to the relevant banks and, insofar as necessary, release ING from any obligation of professional secrecy in this respect.

3. Fraud details

Please fill out this section to give us some general information on what happened to you.

3.1 Date and time of discovery

Date you noticed the fraud*:

Time you noticed the fraud*:

3.2 Have you experienced any similar incidents in the past?

◯ **No**

◯ **Yes** *(If yes, please explain, include date, name of bank, transaction details, outcome, etc.)*

3.3 Type of fraud

Please select the type of fraud and provide card details:

◯ **Fraud involving my debit or credit card → proceed to Section 4**

◯ **Other type of fraud** *(please specify)*: **→ proceed to Section 5**

4. Fraud linked to your Visa Debit card or Visa Credit card

Please only fill out this section if your fraud claim is linked to your Visa Debit or Visa Credit card.

4.1 Card type and details

Please specify if the fraud concerns your Visa Debit Card or Visa Credit card

☐ **Visa Credit Card**

> **Card Number:**

16 digits at the back of your card

> **Visa account number My ING "Visa account":**

If you do not know your card number, please provide the Visa account number linked to the card in question. You can find this number in My ING.

> **Name on Card:**

☐ **Visa Debit Card**

> **Card Number, if possible:**

16 digits at the back of your card

> **Name on Card:**

4.2 Card status at time of fraud

Please tick the box that applies to your situation:

At the time of the fraud, please indicate your card status

◯ **I still had the card in my possession**

◯ **The card was lost or stolen**

◯ **I was waiting for a new card that never arrived**

◯ **I was waiting for a new PIN code that never arrived**

4.3 Transaction details

Please list the Visa Debit and/or Visa Credit transactions you are contesting. You can also attach a copy of your account statement clearly identifying the disputed transactions.

Date	Amount	Merchant/Beneficiary	Country	Reference if possible

5. Other types of fraud and more details

Please fill out this section to give more information about what happened to you

5.1 Were you contacted by people or an organization you were not expecting before the fraud happened?

- ◯ **No**
- ◯ **Yes I received an unexpected email**
- ◯ **Yes I received an unexpected SMS/WhatsApp/...**
- ◯ **Yes I received an unexpected phone call**
- ◯ **Yes I received an unexpected message in another way:**

If you received an unexpected message, please provide examples like screenshots, ...etc.

You can attach these to your form.

5.2 Did you scan a QR-code before the fraud happened ?

- ◯ **No**
- ◯ **Yes I scanned a QR-code that led to a page where LuxTrust/banking credentials were asked**
- ◯ **Yes I scanned a QR-code that led to a page to make a payment** *(e.g. paying a bill via QR code)*
- ◯ **Yes, I scanned a QR-code that led to a different type of page** *(please describe)***:**
- ◯ **Yes I received an unexpected message in another way:**

If you scanned a QR-code, could you add a screenshot?

You can attach these to your form.

5.3 Have you recently allowed someone close to you to use your Visa Debit or Credit card?

(e.g., your partner or child)

- ◯ **Yes, I gave permission to someone I trust**
- ◯ **No, but someone else said they needed it** *(e.g. for a booking or a purchase)*
- ◯ **No, I haven't let anybody use my card**
- ◯ **I'm not sure / I don't remember**

5.4 Have you ever shared your personal login credentials for My ING/Multiline/IBS with someone else?

- ◯ **Yes, intentionally with someone close to me**
- ◯ **Yes, because someone said it was necessary for my own protection**
- ◯ **No**
- ◯ **I'm not sure / It's possible**

5.5 Is there anyone who might know your PIN code, or have access to your computer or phone passwords?

- ◯ **Yes, someone close to me might know**
- ◯ **Yes, because someone needed them for my own protection**
- ◯ **No, I keep them private**
- ◯ **I'm not sure**

5.6 Have you recently confirmed a LuxTrust request for any actions you did not initiate or expect?

◯ **No**

◯ **Yes** *(If yes, please explain)*

6. Actions taken

Please let us know which actions you have taken since detecting the possible fraud

6.1 Have you updated your passwords or security settings recently?

◯ **Yes, I updated them before the incident**

◯ **Yes, I updated them after the incident**

◯ **No, I haven't updated them yet.**

◯ **I'm not sure**

In case you did not update your passwords or security settings since the possible fraud occurred, or if you are not sure, we strongly advise you to do so on all your devices and/or accounts that hold your sensitive information.

6.2 Actions taken following the detection of fraud

Please check all that apply:

☐ **I have blocked my LuxTrust certificate**

☐ **I have blocked access to my My ING**

☐ **I have blocked my Visa Debit card**

☐ **I have blocked my Visa Credit card**

☐ **I have deleted unknown devices connect to My ING**

☐ **I have contacted ING by phone. Date:** **Time:**

☐ **Other, namely...**

For more information on what to do in case of a suspected fraud, you can visit our website, www.ing.lu

7. Additional comments

Please use the space on the next page to provide any additional information that may help us understand or investigate the incident.

Date **Signature**

7. Additional comments

Please use the space below to provide any additional information that may help us understand or investigate the incident.