

# INFORMATION SHEET

## Ri.Ba. Electronic Collection Service

Version n. 1/2021

### INFORMATION ON THE BANK

ING Bank N.V., Milan Branch  
 Registered and administrative offices: Milan, Viale Fulvio Testi, 250  
 Client's office: Milan, Via Santa Margherita, 16  
 For calls from Italy: 02 55226 1  
 For calls from abroad: +39 02 55226 1  
 Internet site: [www.ing.com](http://www.ing.com)  
 Enrolled in the Register of Banks under no. 5529  
 A.B.I. Code 3475.1  
 Company Register and Tax Code 11241140158  
 VAT no. 11241140158  
 Member of the Interbank Deposit Protection Fund Dutch statutory Deposit Guarantee Scheme, executed by De Nederlandsche Bank N.V. (Dutch Central Bank) (DNB)

### What is Ri.Ba Electronic Collections Service?

Under the RI.BA electronic collection service (hereby the "Service") ING Bank executes, via the Italian interbank Electronic Data Transmission System (*Sistema per la trasmissione telematica dei dati*), the collection orders received from the Client, by transmitting them to the payment service provider of the relevant debtor, and delivering to the latter, at the time of payment, electronic payment receipts (the "RI.BA."), previously made available by the Client to ING Bank. As precondition to the provision of the Service, the Client is required to have an current account with ING Bank. The Service, as domestic Italian service, is only available in Italy.

### The main risks

The main risks are:

- unfavourable changes of terms and conditions. However, this risk is limited by the corresponding right of the client, in the case of unfavourable changes, to withdraw from the service before the effective date of the relevant change without cost and penalty and to obtain, at the time of termination of such agreement, the application of term and conditions previously applied;
- non payment of the underlying debt by the relevant debtor and consequent debiting of the relative amount on the Client's current account.

### Economic Conditions

Domestic Direct Debit Batch	2,00 EUR per batch
Domestic Direct Debit Transaction	1,70 EUR per transaction
Unpaid Domestic Direct Debit (as creditor)	3,50 EUR per occurrence
Revocation Domestic Direct Debit D-180 to D-21 (as creditor)	3,50 EUR per occurrence
Revocation Domestic Direct Debit D-20 to D-3 (as creditor)	25,00 EUR per occurrence

## Value Dates and Cut-Off Time

Domestic Direct Debit (*)	Currency	COT-(CET)	Book date	Settlement
Transaction	EUR	12:00 D-11	D+1	D+1

\*D means Day

## Termination and Complaints

### Termination

The agreement relating to the Service will be in force for an indefinite period time and shall be automatically terminated in case of the termination of the Current Account Agreement.

The Client shall be entitled to terminate the agreement at any time and without penalties, giving written communication to ING Bank.

ING Bank is entitled to terminate this agreement giving the Client two months written notice.

In any case of termination, collection orders previously given to ING Bank shall be executed, providing the existence of the conditions under the law and the agreement for executing these orders.

In any case of termination, ING Bank shall close the relationship on the later of the following dates:

- at least the thirtieth day as from the effective date of termination;
- the thirtieth day as from the payment of what is due to ING Bank if the Client has a due balance;
- the thirtieth day as from the execution of the last collection order

### Complaints

Client wishing to make a complaint against ING Bank must follow the procedure that can be found at

<https://www.ingpcm.com/en/complaints-procedures>.

If the Client is not satisfied with the outcome of the complaint procedure or has not received a reply within:

- 15 working days for complaints related to the provisions of Payment Services (in particular circumstances ING Bank may extend such term up to 35 working days);
- 60 calendar days, for complaints related to the provisions of other Services;

it may file a claim with the Italian Banking and Financial Arbitrator (Arbitro Bancario Finanziario - ABF), in accordance with the rules available at [www.arbitrobancariofinanziario.it](http://www.arbitrobancariofinanziario.it). The procedure with the ABF shall exempt the Client from the mandatory mediation procedures indicated in below.

For the purposes of resolving out of court disputes relating to the Services, and meeting the requirement of preliminary mediation set forth in Legislative Decree No. 28/2010, the Client and ING Bank may resort to the "Conciliatore Bancario Finanziario", in accordance with the rules available at [www.Conciliatorebancario.it](http://www.Conciliatorebancario.it), or to another ADR scheme enrolled in the registry held by the Ministry of Justice and specialising in disputes related to banking and financial services.

## Definitions

<b>Batch</b>	A batch is the files that contain a list transactions to be processed
<b>CET</b>	Central Europe Time or Central Europe Summer Time, as the case may be
<b>COT</b>	Cut-off time
<b>Ri.Ba. (Ricevuta bancaria – Electronic Bank Receipt)</b>	Means a collection order sent by the payee's payment service provider, via a special interbank procedure of the Electronic Data Transmission System ( <i>Sistema per la trasmissione telematica dei dati</i> ), to the payer's payment service provider which forwards a notice to the payer.