

Dear Client,

On 13 January 2018 a new European Directive for payment services, the Payment Services Directive 2, will become effective. It was developed to foster innovation in the payments market and to make payments easier, safer and more efficient for you. To comply with these new standards, we have implemented changes in our applications and channels and revised our terms and conditions for payment services accordingly

What does this mean for you?

Our updated terms and conditions for payment services will go into effect on 13 January 2018. They reflect several improvements to your payment processing, including:

- All outgoing payments within the European Economic Area (EEA), regardless of their currency, will be processed on the basis of the payment instruction SHA (Shared Cost). This means that both payers and payees will pay their own bank charges
- All incoming payments to your ING account in the EEA will be booked and value dated on the business day they are received by ING

In addition to these improvements, ING Bank N.V., pobočka zahraničnej banky (hereinafter the „**Bank**“, “**we**” or “**ING**”) has joined the process of harmonization and standardization of documents and conditions for payment services across branches of ING Bank N.V. operating in multiple countries which is related also to adjustment of documents and conditions relating to use of the services of the Bank. Therefore, we would like to notify you of the changes to the Wholesale Banking Conditions (hereinafter “**WBC**”), the General Terms and Conditions of ING Bank N.V., pobočka zahraničnej banky (hereinafter “**GTCs**”), the ING Conditions for Payment Services (hereinafter “**ICPS**”), the General Tariffs for Bank Services of ING Bank N.V., pobočka zahraničnej banky (hereinafter “**GTBS**”), the Tariffs and Conditions for Payment Services (hereinafter “**TCPC**”) and Part B - General Terms and Conditions for Investment Services of the GTCs (hereinafter “**Part B of the GTCs**”).

With effect from 13 January 2018 (hereinafter the “**Date of Change 1**”) the WBC, GTCs and ICPS will be replaced by the new Wholesale Banking Conditions;

With effect from the Date of Change 1 the GTBS and TCPS will be replaced by the Tariff Brochure for Transaction Services;

With effect from 3 January 2018 (hereinafter the "**Date of Change 2**") the Part B of the GTCs will be replaced by the ING Wholesale Banking - Terms of Business of ING Bank N.V., pobočka zahraničnej banky;

(hereinafter each relevant Date of Change 1 and Date of Change 2 referred to as the "**Date of Change**").

If you do not deliver to the Bank at the latest on the Date of Change a written notice of your disagreement with the aforementioned changes you will be deemed to have accepted the changes, the new Wholesale Banking Conditions, the Tariff Brochure for Transaction Services and the ING Wholesale Banking - Terms of Business of ING Bank N.V., pobočka zahraničnej banky and with effect from the Date of Change the new Wholesale Banking Conditions, the Tariff Brochure for Transaction Services and the ING Wholesale Banking - Terms of Business of ING Bank N.V., pobočka zahraničnej banky will become an integral part of each agreement or other document between yourself and the Bank (hereinafter each a "**relevant agreement**") of which the WBC, GTCs, the ICPS, the GTBS, the TCPC and/or Part B of the GTCs are a part at the moment and with effect from the Date of Change (i) any reference in any relevant agreement to GTCs and/or ICPS will be interpreted as a reference to the new Wholesale Banking Conditions, (ii) any reference in any relevant agreement to GTBS and/or TCPC will be interpreted as a reference to the Tariff Brochure for Transaction Services and (iii) any reference in any relevant agreement to Part B of the GTCs will be interpreted as a reference to the ING Wholesale Banking - Terms of Business of ING Bank N.V., pobočka zahraničnej banky. If you deliver a written notice of your disagreement within the above time period to the Bank, you and the Bank will be entitled to terminate the relevant agreement with effect as of the Date of Change.

The complete text of the new Wholesale Banking Conditions, the Tariff Brochure for Transaction Services and the ING Wholesale Banking - Terms of Business of ING Bank N.V., pobočka zahraničnej banky will be available on the Bank's website <https://www.ingwb.sk/en/pages/documents>. Please let us know if you would like to receive the new Wholesale Banking Conditions, the Tariff Brochure for Transaction Services and ING Wholesale Banking - Terms of Business of ING Bank N.V., pobočka zahraničnej banky on paper. We will send you the documents.

In case of any questions, please contact our client services account management by e-mail client.services@ing.sk, or by phone +421 2 59 346 555.

ING Bank N.V., pobočka zahraničnej banky

ING Bank N.V., Bijlmerplein 888, 1102 MG Amsterdam, The Netherlands, a company limited by shares, Trade Register of Chamber of Commerce and Industry for Amsterdam, file No. 33031431, acting through ING Bank N.V., pobočka zahraničnej banky, Pribinova 10, 811 09 Bratislava, Identification No. 30 844 754, Commercial register of District Court of Bratislava I, Section Po, inserted file No. 130/B

ING Bank N.V., Bijlmerplein 888, 1102 MG Amsterdam, Holandsko, akciová spoločnosť, register Obchodnej a priemyselnej komory pre Amsterdam, spisová značka: 33031431, prostredníctvom ING Bank N.V., pobočka zahraničnej banky, Pribinova 10, 811 09 Bratislava, IČO: 30 844 754, Obchodný register Okresného súdu Bratislava I, oddiel: Po, vložka č. 130/B