

# Tariff Brochure for Transaction Services

ING Austria  
Branch of ING Bank NV

Effective as of 1 July 2023

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ING is one of the largest providers of financial products in Europe. ING offers Clients financial products in payment services, loans, mortgages and investments. In addition, ING acts as an intermediary in insurances and pensions.

This Tariff Brochure for Transaction Services is effective as of 1 July 2023 and applicable to the transaction services offered by ING Austria, Branch of ING Bank NV (referred to as "ING Bank"). Rates offered in this brochure are subject to change. All fees shown in this brochure are exempt from VAT unless expressly stated otherwise. Exchange rates can be found via your local ING Office.

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# Tariffs

## Accounts

<b>Current account</b>	(in local or foreign currency)	
Opening	€	0.00 per account
Maintenance	€	50.00 per month, per account
Non-resident Maintenance	€	100.00 per month, per account
Booking fee	€	0.30 per booking
		Except for SEPA Credit Transfers and SEPA Direct Debits where this fee is directly charged in the transaction fee
Closing	€	25.00 per account
<b>Interest conditions<sup>1</sup></b>		
Credit interest	%	1m EURIBOR minus 0.20%, with a maximum of 0.00%
Debit interest (authorised overdraft)	%	- Subject to agreement
Debit interest (unauthorised overdraft) <sup>2</sup>	%	1m EURIBOR plus 10.00%, with a minimum of 10.00%
<b>Savings and deposits</b>		
Overnight deposit account	%	- Subject to agreement
Term deposit account	%	- Subject to agreement

## Global Channels

### InsideBusiness Payments

Subscription	€	8.50 per month, per module
User subscription	€	8.00 per month, per user

### InsideBusiness Connect (File Transfer, EBICS, Swift)

Subscription	€	280.00 per month
Set-up	€	5000.00 one off
Add customer to current contract of a Service Bureau	€	350.00 per occurrence

## Account, Balance and Transaction Reporting

### Electronic reporting

End of day	€	20.00 per month, per account
End of day to third bank	€	20.00 per month, per account
Intraday	€	0.00 per month, per account
Intraday to third bank	€	40.00 per month, per account

### Paper account statements

Paper statement	€	15.00	Postage charges per statement
Paper statement additional copy	€	25.00 per copy	
Paper statement replacement	€	50.00 per statement	

<sup>1</sup> Check <http://new.ingwb.com> for the amount of interest and how it is calculated, as well as the interest on the foreign currency and third-party accounts.

<sup>2</sup> If market circumstances require, the credit interest rate can be negative, as a result of which the Client will have to pay interest to the Bank over a credit balance. Credit interest rates vary per currency and can be found via <https://new.ingwb.com/en/service/payments-and-collections/interest-rates-on-current-accounts> As ING is exposed to extra costs in case there are extra balances placed at year-end, ING reserves the rights to charge a flat fee of 15bps over the extra balances (see above mentioned link)

<sup>3</sup> This fee is applicable for the maintenance of an account in a country outside of your country of incorporation.

## Credit transfers<sup>3</sup>

### Real Time credit transfer

Euro Real Time € 15.00 per transaction Code word 'TREA' required

### SEPA credit transfer

Same day € 0.30 per transaction  
Intra-company € 0.30 per transaction Code word 'INTC' required  
ING In-house € 0.30 per transaction  
Batch € 2.00 per batch  
Same day in batch € 0.30 per item  
Batch salary € 2.00 per batch Code word 'SALA' required  
Salary in batch € 0.30 per item  
Incoming € 0.30 per transaction

### International credit transfer

Standard % 0.25 per transaction Min € 12.00, max. € 100.00. Plus possible third bank charges  
Urgent % 0.25 per transaction Min. € 12.00, max € 100.00. Plus € 10.00 and possible third bank charges  
Incoming € 20.00 per transaction  
Cost option OUR<sup>4</sup> € 9.00 per transaction Additional fee for Zone 1<sup>5</sup>  
€ 15.00 per transaction Additional fee for Zone 2<sup>5</sup>  
€ 25.00 per transaction Additional fee for Zone 3<sup>5</sup>  
€ 50.00 per transaction Additional fee for Zone 4<sup>5</sup>

### Additional services and fees

Revocation € 36.34 per occurrence Possible until D-1  
Reject € 0.00 per occurrence  
Return € 5.00 per occurrence  
Manual repair € 15.00 per occurrence  
Modification € 36.34 per occurrence  
Standing order set-up € 30.00 per occurrence Plus transaction fee per individual item

## Other Services

Audit letter € 102.00 per item  
Bank reference € 25.00 per item Including bank confirmation of paid share capital for limited liability companies (GmbHs) under establishment  
Inquiry and investigations € 36.34 per occurrence  
Proof of payment € 25.00 per item Debit. Paper confirmation to third parties  
Value correction € 89.00 per occurrence Plus 1% p.a. for the period to be corrected  
MT101 set-up € 100.00 per occurrence Remote Initiation Services  
MT101 to or from third bank € - Transaction fee per item

## Direct Debits

### SEPA Direct Debit (as creditor)

<sup>3</sup> All payments within the European Economic Area (EEA), regardless of their currency, will be processed with payment option SHA (Shared Cost). This means that both payers and payees will pay their own costs.

<sup>3</sup> This fee applies only for payments outside the European Economic Area (EEA).

<sup>4</sup> Zone 1: Aruba, Bonaire, Curacao, Morocco, Sabah, Saint Eustatius, Saint Martin, Suriname, United States. Zone 2: Andorra, Australia, Bosnia and Herzegovina, Canada, China, Croatia, Egypt, Hong Kong, Jordan, Lebanon, Malaysia, Mauritius, Namibia, New Zealand, Peru, Philippines, Russia, Serbia, Switzerland, Ukraine, Vietnam, Yemen. Zone 3: Albania, Angola, Belorussia, Botswana, Brazil, Burundi, Guernsey, India, Indonesia, Isle of Man, Israel, Ivory Coast, Jamaica, Jersey, Macedonia, Montenegro, Mozambique, Oman, Pakistan, Reunion, San Marino, Singapore, South Africa, South Korea, Sri Lanka, Taiwan, Tanzania, Thailand, Tunisia, Turkey, United Arab Emirates, Uruguay. Zone 4: Rest of the world.

Batch	€	2.00	per batch	
Transaction	€	0.50	per transaction	
Unpays	€	3.00	per transaction	In case of rejects, refusals or returns
Request for cancellation	€	36.34	per occurrence	In case of revocations or reversals
Refund authorised collection	€	3.00	per transaction	
Refund unauthorised collection	€	60.00	per transaction	
<b>SEPA Direct Debit (as debtor)</b>				
Transaction	€	0.30	per transaction	
Mandate set up	€	5.00	per occurrence	Also, in case of amendment and/or cancellation
Mandate block settings	€	5.00	per occurrence	
Mandate copy	€	30.00	per occurrence	
Unpaid because of insufficient funds	€	6.00	per transaction	
Unjustified request for refund	€	60.00	per occurrence	

## Cash Management

### Domestic Cash Balancing

Set-up	€	500.00		Intraday and End of Day
Maintenance	€	25.00	per month, per account	

### International Cash Management

ING Bank provides International Cash Management to its clients. The fees and commissions are subject to agreement.

### MultiBank Funding and Sweeping

ING Bank provides MultiBank Funding and Sweeping to its clients. The fees and commissions are subject to separate agreement.

## Cards

### Corporate Card<sup>6</sup>

Corporate Card, corporate pay	€	35.00	per year	
Corporate Card, individual pay	€	80.00	per year	
Foreign exchange fee <sup>7</sup>	%	1.95	per transaction	On top of transaction amount
Purchases	€	0.00	per transaction	
Cash advance from ATM	€	4.50	per transaction	
Cash advance via counter	%	3.00	per transaction	Min. € 4.50
Rush card fee	€	129.00	per card	Emergency provision
Late payment charge	%	1.50	of outstanding balance	
Paper-based account statement	€	3.00	per month, per statement	
Copy of paper-based account statement	€	8.00	per statement	Including VAT
Smart Data Reporting set-up	€	750.00	one-off	Includes one training
Smart Data Reporting subscription	€	500.00	per year	Up to 100 cards
	€	750.00	per year	For 101-250 cards
	€	-	per year	More than 250 cards upon request
	€	0.00	per year	In combination with ING Central travel Solution and/or ING Purchase Control
File delivery set-up	€	1000.00	one-off	
File delivery subscription	€	1200.00	per year	
File delivery file re-creation	€	50.00	per month	Up to 100 cards
	€	100.00	per month	For 101-250 cards
	€	-	per month	More than 250 cards upon request
Purchase Control set-up (user interface)	€	750.00	one-off	
Purchase Control set-up (API)	€	-	one-off	Upon request

<sup>6</sup>This product is offered by ING Bank N.V., registered office Amsterdam, Trade Register no. 33031431, Chamber of Commerce Amsterdam, The Netherlands  
Please refer to [www.ingwb.com/cardtariffs](http://www.ingwb.com/cardtariffs) for the tariffs in EUR and USD.

<sup>7</sup> This fee is incorporated in the amount of the transaction. The currency conversion rates are published at [www.mastercard.com/global/currencyconversion](http://www.mastercard.com/global/currencyconversion).

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ING Central Travel Solution

€

0.00 one off

# Conditions

## Business Days

Information regarding Business Days and the execution of Payment Services can be found on: [http://www.oenb.at/de/service\\_veranst/bankfeiertage/bankfeiertage.jsp](http://www.oenb.at/de/service_veranst/bankfeiertage/bankfeiertage.jsp)  
Information regarding TARGET closing days can be found on: <http://www.ecb.int/home/html/holidays.en.html>

## Debit and Credit interest rates

Debit and Credit interest rates Unless agreed otherwise, the interest applied to the account is set in accordance with Wholesale Banking Conditions. The rate and calculation method are available via <https://www.ingwb.com/en/service/payments-and-collections/interest-rates-on-current-accounts>

If, for any reason, any of the clients' Accounts kept with ING shows a negative (debit) balance or, in the event of an overdraft arrangement between ING and the client, the debit balance of the relevant Account exceeds the permitted limit approved for the client, default interest shall be accrued on the amount of such debit balance or of such excess, as the case may be.

In the event of negative rates relative to some currencies, the Bank reserves the right to recover said negative interest rates on all deposits made by customers by way of prior information in accordance with Article 16 of the general part of the Wholesale Banking Conditions.

## Applied exchange rate

The Bank executes payment transactions where a currency conversion is required in the following way:

- Transactions up to € 100K: using independent market standard reference rates published by Refinitiv (formerly known as Thomson Reuters) every day at 07:00, 11:00, 14:00 and 17:00 hrs. CET. Payments are processed immediately applying the rates of the last previously published Refinitiv rate update plus a service spread.
- Transactions over € 100K: using a "real time ING rate", established using a base rate determined on the principle of best execution including a service spread. ING guarantees the best execution principle by applying the best FX rate offered by any of 11 FX market liquidity providers (6 leading banks, 3 Electronic Communication Networks and 2 interbank brokers). The resulting base rate is updated every 2 seconds in our FX platform.

Details of exchange rate used for specific payment transactions are available on [account statements/reporting](#)

## Compensated value date

In case the Client requests a Payment Order with same day value (SDVA codeword), ING will make sure that the debit

value date will correspond with the date on which the PSP of the Beneficiary is credited. Compensated value date is chargeable according to these Tariff Brochure for Payment Services.

## Repair

The ING Office reserves the right to, in individual cases, make automatic or manual repairs to Payment Orders. Such repairs are chargeable according to this Tariff Brochure for Payment Services.

## Refusal SEPA Direct Debit

The Client is able to refuse a SEPA Direct Debit collection until 1 Banking Business Day before the due date of the SEPA Direct Debit. Requests received after Cut-Off Time will lead to a regular debit of the account.

## Revocation or modification Multiple SEPA credit transfer

In case of a Multiple SEPA credit transfer it is possible to cancel the entire batch or to cancel a maximum of 5 individual credit transfers within a batch. A revocation or modification must be received by ING one Business Day prior to the execution date

## Revocation

The request to revoke a Payment Transaction can be submitted via the E-mail addresses which can be found on the last page of this document.

## Privacy Statement

The privacy statement applicable between the ING and its Clients is available online: <https://www.ingwb.com/en/service/privacy-and-legal-statements/privacy-statement>

## Cut-off times

ING improves its delivery and process times on a regular basis. The most actual Cut-off times can be found online: <https://www.ingwb.com/binaries/content/assets/support-content/payments-and-reporting/what-is-payment-cut-off-times/cut-off-times.pdf#page=3>

## Complaint Procedure

The complaint procedure applicable between the ING and its Clients is available online: <https://www.ingwb.com/en/service/privacy-and-legal-statements/complaints-procedures>

# Want to know more about ING?

Visit [www.ingwb.com](http://www.ingwb.com) or contact your local ING Office

## Client Services

**Business Hours** 08:00 – 17:00 GMT +1  
(+2 from last Sunday in March to last Sunday in October)

**Business Days** Monday to Friday with the exception of bank holidays

**Contact details** ING Austria, Branch of ING Bank NV  
Praterstrasse 1/35;  
A-1020 Vienna, Austria

**SWIFT BIC** INGBATWW

## Customer Service Desk

**Telephone** +43 1 514 62 0

**E-mail Address** [cs.at@ing.com](mailto:cs.at@ing.com)

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ING Austria, Branch of ING Bank NV, Praterstrasse 1/35, A-1020 Vienna, registered under file number FN 586056y in the Commercial Court Vienna (Handelsgericht Wien) and authorised and regulated in Austria under 19360ZW by the Finanzmarktaufsicht (FMA) at Otto-Wagner-Platz 5, A1090 Wien

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