

Tariff Brochure for Transaction Services

ING Bank N.V., Bucharest Branch

Effective as of 1 July 2021

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 2021 and applicable to the transaction services offered by ING Bank N.V, Bucharest Branch. (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.

AO0203ROEN005 Tariffs for Transaction Services July 2021

Tariffs

Accounts

Current account	(in local or foreign currency)			
Opening	RON 0.00	per account		
Maintenance	RON 50.00	per month, per account		
Non-resident Maintenance	€ 100.00	per month, per account		
Closing	RON 0.00	per account		
Interest conditions				
Debit interest (unauthorised overdraft)	% 30.00	per annum		When in RON
	% 10.00	per annum		When in EUR
	% 13.00	per annum		When in USD

Global Channels

InsideBusiness Payments CEE

Set-up	€ 50.00	per user		One-off user access kit fee
Subscription	€ 20.00	per month, company		Includes user subscription fee for 3 users
User subscription	€ 10.00	per month, per user		Added to the subscription fee, starting with the 4 th user
User subscription (inactive user)	€ 5.00	per month, per user		Last login over 6 months ago
Additional I-Dentity card	€ 15.00	per item		Replacement
Additional I-Dentity card reader	€ 35.00	per item		Replacement
Confirmation of user rights	RON 200.00	per confirmation		

Account, Balance and Transaction Reporting

Electronic reporting

End of day	€ 0.00	per month, per account		Via IBP CEE
	€ 25.00	per month, per account		Via SWIFT
Intraday	€ 0.00	per month, per account		Via IBP CEE
	€ 50.00	per month, per account		Via SWIFT

Paper account statements

Paper statement	RON 0.00	per month, per account		Monthly
	RON 50.00	per statement		Other frequencies. Max. 30 days interval

Fee reporting

Charges account maintenance	RON 60.00	per month, company		
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Additional services and fees

Cheque Manager	RON 0.00	per month		Cheques and promissory notes reporting
Smart Statement	RON 0.00	per month		IBP CEE statement converter

Credit transfers¹

Electronic transfers via InsideBusiness Payments CEE

Real Time credit transfer

Euro Real Time	RON 5.00	per transaction		Amounts < RON 50,000
	RON 10.00	per transaction		Amounts ≥ RON 50,000

Domestic credit transfer

Standard	RON 5.00	per transaction		Amounts < RON 50,000
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¹ 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.

	RON	10.00	per transaction	Amounts ≥ RON 50,000
Urgent	RON	10.00	per transaction	Urgency instruction code required
ING In-house	RON	0.00	per transaction	Internal within branch
Incoming	RON	0.00	per transaction	
SEPA credit transfer				
Next day	RON	5.00	per transaction	Amounts < RON 50.000
	RON	10.00	per transaction	Amounts ≥ RON 50,000
Same day	RON	5.00	per transaction	Amounts < RON 50.000
	RON	10.00	per transaction	Amounts ≥ RON 50,000
Intra-company	RON	5.00	per transaction	Amounts < RON 50.000
	RON	10.00	per transaction	Amounts ≥ RON 50,000
ING In-house	€	0.00	per transaction	Internal within branch
Incoming	€	0.00	per transaction	
International credit transfer				
(non-SEPA)				
Standard	RON	10.00	per transaction	
	%	0.08	per transaction	Amounts in FCY. Min. €15.00, max. €500.00
Urgent	RON	10.00	per transaction	
	%	0.08	per transaction	Amounts in FCY. Min. €15.00, max. €500.00. Plus €30.00
Incoming	€	0.00	per transaction	Amounts in FCY
Electronic transfers via MT101				
Real Time credit transfer				
Euro Real Time	RON	5.00	per transaction	Amounts < RON 50.000
	RON	10.00	per transaction	Amounts ≥ RON 50,000
Domestic credit transfer				
Standard	RON	5.00	per transaction	Amounts < RON 50,000
	RON	10.00	per transaction	Amounts ≥ RON 50,000
Urgent	RON	10.00	per transaction	Urgency instruction code required
ING In-house	RON	0.00	per transaction	Internal within branch
Incoming	RON	0.00	per transaction	
SEPA credit transfer				
Next day	RON	5.00	per transaction	Amounts < RON 50.000
	RON	10.00	per transaction	Amounts ≥ RON 50,000
Same day	RON	5.00	per transaction	Amounts < RON 50.000
	RON	10.00	per transaction	Amounts ≥ RON 50,000
Intra-company	RON	5.00	per transaction	Amounts < RON 50.000
	RON	10.00	per transaction	Amounts ≥ RON 50,000
ING In-house	€	0.00	per transaction	Internal within branch
Incoming	€	0.00	per transaction	
International credit transfer				
(non-SEPA)				
Standard	RON	10.00	per transaction	
	€	20.00	per transaction	Amounts in FCY and ≤ €100,000
	€	100.00	per transaction	Amounts in FCY and > €100,000
	€	250.00	per transaction	Amounts in FCY and ≥ €500,000
Urgent	RON	10.00	per transaction	
	€	50.00	per transaction	Amounts in FCY and ≤ €100,000
	€	130.00	per transaction	Amounts in FCY and > €100,000
	€	280.00	per transaction	Amounts in FCY and ≥ €500,000
ING In-house	€	0.00	per transaction	Internal within branch
Incoming	€	0.00	per transaction	Amounts in FCY

Additional services and fees

Cost option OUR ²	€ -	per transaction	Max. €50.00
Modification ³	RON 45.00	per transaction	Or €35.00 when in FCY. Plus third bank fee (max. €50.00 per bank) when applicable. Amendment of payment orders.
Revocation ⁴	RON 25.00	per transaction	Or €15.00 when in FCY. Cancellation before processing
Recall ⁵	RON 45.00	per transaction	Or €35.00 when in FCY. Plus third bank fee (max. €50.00 per bank) when applicable. Cancellation after processing
Manual repair	RON 10.00	per transaction	Or €5.00 when in FCY
Payment reject notification	RON 0.00	per transaction	
Maintenance for automatic funds transfers	RON 30.00	per month, company	Within ING Romania and same legal entity

Other Services

Audit letter	RON 200.00	per item	Plus VAT
Bank reference	RON 200.00	per item	Plus VAT
Capital deposit confirmation	RON 200.00	per item	
Balance confirmation	RON 15.00	per item	
Signature specimen confirmation	€ 15.00	per item	Plus VAT
Inquiry and investigations (for our clients)	RON 35.00	per transaction in RON	Or €25.00 when in FCY. Plus third bank fee (max. €50.00 per bank) when applicable
Inquiry and investigations (for non-Clients and transactions newer than 3 months)	RON 100.00	per transaction in RON	Or €35.00 when in FCY. Plus third bank fee (max. €50.00 per bank) when applicable
Inquiry and investigations (for non-Clients and transactions older than 3 months)	RON 150.00	per transaction in RON	Or €50.00 when in FCY. Plus third bank fee (max. €50.00 per bank) when applicable
Confirmation of rights/signature specimen	€ 15.00		Upon an ING client request for another ING client or for documents issued by third bank clients, through SWIFT ⁶ . Plus VAT
	€ 50.00		Upon other bank's request, through SWIFT. Plus VAT
Proof of payment	RON 20.00	per item	
	€ 5.00	per transaction	Or RON 20.00 in local currency per copy of MT103
e-Customs	RON 100.00	per month, per custom point	Electronic payment confirmation in favour of Customs
e-Treasury	RON 200.00	per month	Automatic collection from State Treasury
Electronic Payment Orders printed copies	RON 200.00	per month	Outgoing
	RON 7.00	per transaction	
Extract from Trade Register	RON 50.00	per item	
Garnishment maintenance	RON 150.00	per address for set-up	
MT101 set-up	€ 0.00		
MT101 maintenance	€ 30.00	per month, company	
Documentary payment order ⁷			
Advising	% 0.10		Min. €50.00
Issuance	% 0.10		Min. €50.00. Including checking of documents

² This fee applies only for payments outside the European Economic Area (EEA).

³ Amendments can be performed on: beneficiary name, beneficiary account, value date (only for cross-border payments), payment details, correspondent bank (only for cross-border payments), beneficiary bank (only for cross-border payments). Other amendments can be performed subject to their acceptance by the Bank. The Bank will not accept simultaneous amendments of beneficiary name and beneficiary account.

⁴ Cancellation of a payment instruction is not guaranteed and shall be performed on a best effort basis.

⁵ Cancellation of a payment instruction is not guaranteed and shall be performed on a best effort basis.

⁶ Other banks' fees shall be added to this fee, if applicable (max. EUR 50 eq. RON/ bank).

⁷ For transactions denominated in foreign currency and payable in RON, the related fee is charged in RON.

Payment	%	0.10		Min. €25.00 and max. €1,500.00
Amendment	€	15.00		

Direct debits⁸

Domestic Direct Debit (as creditor)

Maintenance	RON	150.00	per month	
Transaction	RON	1.55	per transaction	In RON only
ING In-house	RON	1.00	per transaction	In RON only. Internal within branch

Domestic Direct Debit (as debtor)

Transaction	RON	2.81	per transaction	In RON only
ING In-house	RON	0.00	per transaction	In RON only. Internal within branch

Cash management

Domestic Cash Management

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

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.

Virtual Cash Management

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

Intercompany Loan Administration

ING Bank provides Intercompany Loan Administration to its clients. The fees and commissions are subject to separate agreement.

Intercompany Loan Administration

ING Bank provides Intercompany Loan Administration to its clients. The fees and commissions are subject to separate agreement.

Cards^{9,10}

Card acquiring

Set-up	RON	0.00		
Maintenance	RON	25.00	per month, per POS	
Transaction	%	1.70	per transaction	
Consumables	RON	0.00		
Unused or underutilized POS (Point of Sale)	RON	50.00	per month, per POS	Terminals with a total payment volume below RON 3,000 during a calendar month
Delivery MIF++ detailed report ¹¹	RON	200.00	per report, per month	
Cancellation	RON	10.00	per occurrence	

Card issuing VISA Business International RON

Issuance	RON	153.00	per card	Also for card replacements
Subscription	RON	153.00	per year, per card	
PIN re-issuance	RON	0.00	per occurrence	
Retrieval request (copy)	RON	17.00	per request	
Unsuccessful claim	RON	170.00	per occurrence	
Domestic deposit via our ATM	RON	0.00		In EUR and RON
	%	0.00/0.20	per transaction	In RON through foreign exchange function VB International RON and EUR
	%	0.00/0.50	per transaction	In EUR through foreign exchange function VB International RON and EUR

⁸ Direct Debit collections and disbursements services are delivered exclusively to legal entities.

⁹ Until 31.12.2020 inclusively a promotional fee applies for some services. After this date, the fee shall have the value mentioned after the "/" sign

¹⁰ Cards issued are attached to RON current accounts and transactions in EUR will be through EUR/RON currency exchange

¹¹ The fee will be charged for the monthly delivery, upon customer request, of a report containing the sum of all commissions for VISA cards transactions issued for private individuals, registered in the POS account during a calendar month and will split the fees applicable into 3 components: interchange fee, VISA fees and ING Bank margin, each of them separate per debit cards and credit cards.

Domestic withdrawal via our ATM	%	0.20	per transaction	In RON
	%	0.50/2.00	per transaction	In EUR. Plus RON 17.00
	%	0.00/0.20	per transaction	In RON through foreign exchange function
	%	0.00/0.50	per transaction	In EUR through foreign exchange function
Domestic withdrawal via other ATM	%	0.50	per transaction	Plus RON 2.50
Domestic withdrawal via counter	%	0.50	per transaction	Plus RON 2.50
International withdrawal via ATM	%	2.00	per transaction	Plus RON 17.00
International withdrawal via counter	%	2.00	per transaction	Plus RON 17.00
Cards issuing VISA Business International EUR				
Issuance	€	40.00	per card	Also for card replacements
Subscription	€	40.00	per year, per card	
PIN re-issuance	€	0.00	per occurrence	
Retrieval request (copy)	€	5.00	per request	
Unsuccessful claim	€	35.00	per occurrence	
Domestic deposit via our ATM	€	0.00		In EUR and RON
	%	0.00/0.20	per transaction	In RON through foreign exchange function
	%	0.00/0.50	per transaction	In EUR through foreign exchange function
	%	0.00/0.20	per transaction	In RON through foreign exchange function
Domestic withdrawal via our ATM	%	0.20	per transaction	In RON
	%	0.50/1.00	per transaction	In EUR. Plus EUR 2.50
	%	0.00/0.20	per transaction	In RON through foreign exchange function
	%	0.00/0.50	per transaction	In EUR through foreign exchange function
Domestic withdrawal via counter	%	0.50	per transaction	Plus €0.60
Domestic withdrawal via other ATM	%	0.50	per transaction	Plus €0.60
International withdrawal via ATM	%	1.00	per transaction	Plus €2.50
International withdrawal via counter	%	1.00	per transaction	Plus €2.50
Cards issuing Visa Business International Gold and Business International Silver				
Issuance	RON	0.00	per occurrence	
Subscription	RON	40.00	per year	Business International Silver
	RON	150.00	per year	Business International Gold
Card replacement	RON	40.00	per card	Business International Silver
	RON	150.00	per card	Business International Gold
Retrieval request (copy)	RON	12.00	per inquiry	
Card or PIN delivery abroad	RON	160.00	per occurrence	
Unsuccessful claim	RON	60.00	per occurrence	
Urgency services	RON	500.00	per occurrence	
POS transactions	RON	0.00	per transaction	Domestic and international
Domestic deposit via ING ATM	RON	0.00		In EUR and RON
	%	0.00/0.20	per transaction	In EUR through foreign exchange function
	%	0.00/0.50	per transaction	In RON through foreign exchange function
	%	0.00/0.20	per transaction	In RON through foreign exchange function
Domestic withdrawal via ING ATM	%	0.20	per transaction	In RON
	%	0.50/2.00	per transaction	In EUR. Plus RON 17.00
	%	0.00/0.20	per transaction	In RON through foreign exchange function
	%	0.00/0.50	per transaction	In EUR through foreign exchange function
Domestic withdrawal via other ATM	%	0.50	per transaction	Plus RON 2.50
Domestic withdrawal via counter	%	0.50	per transaction	Plus RON 2.50
International withdrawal via ATM	%	2.00	per transaction	Plus RON 17.00
International withdrawal via counter	%	2.00	per transaction	Plus RON 17.00

Cash

Deposit notes via alternative channels

Local currency	%	0.15	per transaction
Foreign currency	%	0.00	per transaction

Deposit notes via ATM

Local currency	%	0.15	per transaction	For transactions performed with a special card having exclusively deposit functionality at ATMs of ING Bank Romania.
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Withdrawals notes via alternative channels

Local currency	%	0.70	per transaction	Min. RON 5.00
Foreign currency	%	0.70	per transaction	Min. €5.00

Additional services and fees

Capital account deposit or withdrawal	RON	0.00	per transaction
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Cheques, Promissory Notes, Bills of Exchange

Issuance of cheque / promissory note	RON	0.40	per cheque	
Remittance for collection in favour of our Clients	RON	6.25	per cheque	Via NBR/Transfond, clearing charges are included
Domestic credit transfers	RON	6.00	per transaction	Via interbank clearing
ING In-house	RON	0.00	per transaction	Internal within branch

Additional services

CIP investigation	RON	10.00	per investigation	Plus VAT
Debit instruments refused for payment	RON	5.65	per occurrence	

Liquidity management products¹²

Automatic overnight deposit	-			Variable interest rate, daily bank quotation
Automatic overnight deposit maintenance	RON	60.00	per month, company	

¹² Charged locally

General Conditions applicable to the Tariffs and Conditions

These Tariffs and Conditions cover standard products and services. In case some fees and commissions are established via direct negotiations, these will prevail against the standard tariffs. Charges for transactions not mentioned herein are subject to special arrangements, depending on their nature and extent. Transactions denominated in foreign currency are charged in the respective currency and expressed in the present brochure either in EUR or in RON using the official National Bank of Romania exchange rate valid for the debit date, as published on the official website of the NBR: <http://www.bnro.ro>. The fees for interbank transactions in RON include clearing charges. Third party expenses (such as mail, courier fees charged by other banks for investigations etc.) are excluded and will be charged separately, on a real-cost basis.

Any charges, tariffs, commissions may be modified by the Bank with a 10 banking days prior notice and shall be applied immediately afterwards. By signing the Account Opening Application or the ING International Account and Product Agreement, as the case may be, the Client, fully informed, accepts the provisions of these Tariffs and Conditions which are part of the framework contract that represents the basis of the contractual relationship between the Client and ING Bank NV. Amsterdam, Bucharest Branch. By signing the Account Opening Application or the ING International Account and Product Agreement, the Client, acknowledges, understands and expressly accepts that ING Bank N.V. Amsterdam, Bucharest Branch reserves the right to modify the tariffs and conditions at any moment in time, as well as the provisions regarding the payment of interest for balances of current accounts and unauthorised overdraft of current accounts.

Conditions

Business Days

ING Bank N.V. Amsterdam, Bucharest Branch shall be opened for business from Monday to Friday inclusively, except for the non-banking days which can be either legal holidays in Romania, such as: January 1st and 2nd, January 24th, the Orthodox Good Friday, the first and second day of Easter holiday, May 1st, June 1st, the first and second day of Pentecost, August 15th, November 30th, December 1st, first and second day of Christmas, or non-public business days in which ING Bank N.V. Amsterdam, Bucharest Branch may be opened for business, but not opened to the public.

Debit and Credit interest rates

ING Bank N.V. Amsterdam, Bucharest Branch reserves the right to apply administration fees or charges for the credit balance of Client's account, as they will be mentioned in the Tariffs in force at the time or displayed at its premises, the provisions relating to costs, charges, tariffs of this section being applied accordingly. ING Bank N.V. Amsterdam, Bucharest Branch will compute, retain and pay, without any other notice or formality, any fees and / or taxes on interest and / or other income made by the Client, in accordance with the applicable law. ING Bank N.V. Amsterdam, Bucharest

Branch will charge interest on the debit balance (unauthorized overdraft) as it is determined by the Bank on all amounts, including, without limitation, on the principal, interest, fees, costs, charges, fees and other expenses that are overdue. The Client acknowledges expressly agrees in full awareness the penalty interest level and the fact that it reflects the (direct and indirect) loss incurred by ING Bank N.V. Amsterdam, Bucharest Branch and agrees to pay in full any such interest in accordance with the herein Tariffs. If the applicable reference rate (e.g. Euribor or Libor, for example) is lower than zero, then such reference shall be considered to be zero. Overdrafts on accounts are not permitted by default. Should nevertheless an overdraft be agreed at short notice, the debit interest rates referenced here will be applied at that time. ING Bank N.V. Amsterdam, Bucharest Branch reserves the right to unilaterally adjust these debit interest rates for unauthorised overdraft.

Cut off time, value date and maximum execution time for payment instructions

During the banking days and banking hours, ING Bank N.V. Amsterdam, Bucharest Branch performs transactions based on the Cut Off Times schedule provided online in the Cut-Off Times (COT) and Settlement Dating table. The maximum execution time for payment instructions is counted from the moment of the instruction receipt, according to specific provisions of each payment instrument. Payment instructions sent by the Client after the cut-off time are considered to be received by the Bank in the following banking day. Collections received by the Bank in favor of the Client after the cut-off time are considered to be received in the following banking day.

For cross border payments instructions in RON or in other currencies (non-SEPA payments), the Client has the possibility to instruct by one of the following means:

Payments with standard processing:

- SPOT – payment in which the credit of the correspondent payer's bank or of the beneficiary's correspondent bank is done in two days' time (D+2) from the receiving/accepting moment of the instruction by the Bank. For payments in EUR, made within EEA the maximum execution time is D+1.

Payment with urgent processing:

- TVD (tomorrow value date) – payment in which the credit of the correspondent payer's bank or of the beneficiary's correspondent bank is done in one day from the receiving/accepting moment of the instruction by the Bank.
- SVD (same value date) – payment in which the credit of the correspondent payer's bank or of the beneficiary's correspondent bank is done in the same banking day (D) with the receiving/accepting moment of the instruction by the Bank.

In case the Customer has not expressed his consent on the instructing rules, the Bank shall process the payment as per standard rules.

- Execution of Same day / Next day, payments is restricted by the cut-off times and conditions imposed by the national and international clearing houses. The Bank processes Same day / Next day Client instructions on best effort basis, upon cut-off times, in order to ensure minimal execution time.

Current account with ING Bank N.V. Amsterdam, Bucharest Branch

In order to access payment services, any legal person shall request to ING Bank N.V. Amsterdam, Bucharest Branch to open accounts in ING Bank N.V. Amsterdam, Bucharest Branch's records in the currency deemed necessary for its business, provided that ING Bank N.V. Amsterdam, Bucharest Branch performs transactions in the respective currency. Information on the currencies accepted by ING Bank N.V. Amsterdam, Bucharest Branch for account opening and payment transactions is available at ING Bank N.V. Amsterdam, Bucharest Branch, as well as with the local account manager.

Receipt and consent for payment instruments

Upon receipt of funds denominated in other currency than RON, for a Client's account, if the Client doesn't have an account in the currency of the payment order, ING Bank N.V. Amsterdam, Bucharest Branch will automatically convert the currency received in the corresponding currency of the account specified in the payment instruction. The exchange rate shall be settled at ING Bank N.V. Amsterdam, Bucharest Branch exchange rate. For the execution of credit transfer payments, ING Bank N.V. Amsterdam, Bucharest Branch may use several payment instruments. The moment of receipt, the expressing of consent as well as the maximum execution time differ according to the payment instrument used and are described in ING Conditions for Payment Services and further on in this document.

Payment orders processing

The processing of the payment orders is done by ING Bank N.V. Amsterdam, Bucharest Branch according to the rules of the national or international payment systems, which mention different execution timelines depending on the currency, the amount, beneficiary's country, date and time of payment order presentation.

Payment instructions

In order to correctly execute the transactions, irrespective of the payment instrument used, the payment order shall contain the following mandatory items:

- a. information on the payer: name, IBAN account opened at its payment service provider and the BIC code (except for domestic payments in RON and SEPA payments) of the payment service provider;
- b. information on the Beneficiary: name, IBAN account opened at its payment service provider, the name of the payment service provider as well as its BIC code (except for domestic payments in RON and SEPA payments);
- c. the amounts in numbers and, for paper forms, the amounts in letters;
- d. details (description) of the payment;
- e. the issuing date of the payment order.

Treasury Payments

For payment orders in favour of the Romanian State Treasury, the Client shall provide additional information:

- a. the fiscal identification code of the payer;
- b. the fiscal identification code of the Beneficiary;
- c. the payment registration number, allocated by the National Fiscal Administration Agency;
- d. the payment order number given by the payer;
- e. a reference on the economic content of the operation

e-Customs service

The e-Customs service (electronic settlement of customs duty payments) facilitates the import payments instructions. The product aims to simplify the mechanism of payments instructed by ING Bank N.V. Amsterdam, Bucharest Branch's Clients in favour of different customs points. By using this application, the information flow between companies, customs and the Bank concerning the payment of customs taxes is substantially simplified, thus increasing the efficiency of the whole process. In fact, this product replaces the paper based order justifying copy, necessary for the customs clearance with an electronic confirmation of these payments made by the importers. The entire mechanism is based on an electronic interface between all the involved parties.

Direct Debit Collections

ING Bank N.V. Amsterdam, Bucharest Branch offers to its Clients Direct Debit Collections through the DiDe module in the IBP CEE, where the beneficiary Client may send direct debit instructions on the accounts of its payers. The Direct Debit Collections are executed by ING Bank N.V. Amsterdam, Bucharest Branch according to the „Direct Debit Agreement” document.

Merchant Acquiring Services

The card issuing services for legal persons, as well as the transactions that may be instructed are executed by ING Bank N.V. Amsterdam, Bucharest Branch according to the “General conditions on the use of cards for legal entities”. ING Bank N.V. Amsterdam, Bucharest Branch offers card payment acceptance service through electronic payment terminals.

In order to receive this service, the Client accepts to have the terminals installed in its locations in order to allow its cardholder Clients to pay for the purchased goods and services. The card payment acceptance service is executed by ING Bank N.V. Amsterdam, Bucharest Branch according to the “Merchant Agreement” document.

Loss, theft or unauthorized use of a Payment Instrument

In case of loss, theft or unauthorized use of a Payment Instrument the Client shall take all reasonable actions immediately upon obtaining a Payment Instrument to protect personalized security features and report to ING Bank N.V. Amsterdam, Bucharest Branch in writing, by telephone or e-mail, any loss, theft, abuse or unauthorized use of a Payment Instrument without undue delay after they learn of such loss, theft, abuse or unauthorized use. The client shall report to ING Bank N.V. Amsterdam, Bucharest Branch any unauthorized Payment Transaction not later than 13 months from the date the funds were debited from the Client's Current Account. The liability of ING Bank N.V. Amsterdam, Bucharest Branch for any unauthorized Payment Transaction shall cease to exist once any of the aforesaid time limits have lapsed.

Payment Orders in writing

- It is not possible to include an instruction regarding the Execution Date in a written non-recurring Payment Order
- Recurring payment order can only be instructed through IBP CEE
- Direct Debit is only available for electronic instructions, in RON and between accounts held in Romania.

SWIFT messages

ING Bank N.V. Amsterdam, Bucharest Branch acts as Receiving Bank for the MT101 message sent by an Initiating Bank at the order of a third party, thus offering an adequate funds management for the relation between a company and its subsidiaries or between companies in the group. The information contained within the account statement may be communicated by means of SWIFT MT940 messages to a third party, either a bank or another institution or company, indicated by the Client in the authorisation form transmitted to ING Bank N.V. Amsterdam, Bucharest Branch.

Account statements

ING Bank N.V. Amsterdam, Bucharest Branch will inform the Client about the status of the current account through an „Account statement“. ING Bank N.V. Amsterdam, Bucharest Branch will provide the account statement at least once a month, free of charge, on paper base or by other means as agreed by the parties. In case the Client requests such documents with a higher frequency than once a month, the Bank may apply a charge as specified in this brochure. The account statement may be provided on a daily basis, free of charge, in electronic form, through IBP CEE.

Privacy Statement

The privacy statement applicable between the ING and its Clients is available online: <http://www.ingwb.com/privacy>

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.ingpcm.com/en/cut-off-times>.

Complaint Procedure

The complaint procedure applicable between the ING and its Clients is available online: <https://ingpcm.com/en/complaints-procedures>.

Want to know more about ING?

Visit www.ingwb.com or contact your local ING Office

Client Services

Business Hours 09:00 – 17:30 CET+1

Business Days Monday to Friday
(with the exception of bank holidays)

Contact details ING Bank N.V. Amsterdam, Bucharest Branch
54A Aviator Popisteanu Street, Expo Business
Park, Building no. 3, 012095 Bucharest 1
Romania

SWIFT BIC INGBROBU

Customer Service Desk

Telephone + 40 21 222 16 00

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E-mail Address contact@ingromania.ro

ING Bank NV. Amsterdam, Bucharest Branch, having its registered headquarters at 54A Aviator Popisteanu Street, Expo Business Park, Building no. 3, 012095, Bucharest 1, Romania, registered with the Trade Register under no. J40/16100/1994, holding Unique Registration Code no. RO 6151100, EUID: ROONRC.J40/16100/1994 and registered with the Credit Institutions Registry under no. RB-PJS-40-024, account number 371160600101. The Bank does not include any subsidiaries, or other entities of ING Group.
