

# Tariff brochure Business Banking Clients

ING Luxembourg SA

Effective as of 1 July 2022

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This Tariff brochure for transaction services offered to Business Banking Clients is effective **as of 1 July 2022** and applicable to the transaction services offered by ING Luxembourg S.A., (referred to as 'ING'). Rates offered in this brochure are subject to changes. 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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## Accounts

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### Current Account

#### Fee for Self-employed Clients

Opening an account	€	0	
Account management charges <sup>1</sup>	€	0	/quarter/client number
Account maintenance charges	€	1	/month/account/mailing address

#### Fee for Commercial Companies (SME and Mid-Size Corporate)

Opening an account	€	0	
Management charges PME <sup>1</sup>	€	75	/quarter/client number
Management charges Mid-Size Corporate <sup>1</sup>	€	100	/quarter/client number
Account charges	€	1	/month/account/mailing address

#### Fee for Financial and Patrimonial Companies

Opening an account <sup>2</sup>	€	125	
Account management charges <sup>3</sup>	€	250	/quarter/client number
Account maintenance charges	€	1	/month/account/mailing address

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### Debit interest rates for current accounts without arranged overdrafts (per annum)

#### Debit Interest rate

EUR	USD	GBP	CHF	SEK	NOK	DKK	CAD	ZAR	HKD	AUD	NZD	SGD	JPY	HUF	CZK	TRY
% 12	% 12	% 12	% 10	% 12	% 12	% 12	% 12	% 25	% 15	% 13	% 14	% 13	% 8,25	% 12	%15	%25

All our credit interest rate for current accounts and savings accounts are available on our website at the address [ing.lu/tariffs](http://ing.lu/tariffs).

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 B.1.3. of the general part of the "Business Banking Terms and Conditions".

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### Pledge agreements (by third parties)\*\*

Your Relationship Manager will guide you in achieving your financial goals, including implementing pledge agreements. This can entail conducting a review of providing you with standard document templates that comply with Luxembourg law, as well as assisting you in subsequent daily follow-up. Please contact your Relationship Manager for more Information about the fees.

\*\*The files must be submitted for approval to the Bank.

<sup>1</sup> In case of decision by the Bank to close an account, management charges of 500 EUR per quarter/client n° will be charged for any unclosed account at the end of the notice period communicated by the Bank for the closure of such account (the Termination date).

<sup>2</sup> EUR 2,000 for complex Financial Institutions (Trust, Offshore, Foundations, Regulated Funds, Securitisation, SCSp...).

<sup>3</sup> EUR 500/quarter/client number for complex Financial Institutions (Trust, Offshore, Foundations, Regulated Funds, Securitisation, SCSp ...).

In case of decision by the Bank to close an account, management charges of 1250 EUR per quarter/client n° will be charged for any unclosed account at the end of the notice period communicated by the Bank for the closure of such account (the Termination date).

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### Cash deposit at a branch in the currency of the account

#### Charges

All Currencies € 0

#### Value Dates

All Currencies D ("consumer" customer)  
D + 1 BWD ("non-consumer" customer)

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### Account, Transaction and Fee Reporting

#### Electronic reporting

Intraday / ING current account	€ 0	per month
Intraday / To third bank	€ 50	per month
Intraday / From third bank	€ 50	per month
End of Day   ING current account	€ 0	per month
End of Day   To third bank	€ 25	per month
End of Day   From third bank	€ 25	per month
CAMT 053   ING current account	€ 0	per month
CAMT 053   To third bank	€ 25	per month
CAMT 053   From third bank	€ 25	per month

#### Paper reporting

Paper account statement	€ 1	+ Postal fee
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## Electronic Banking Services

	ING Fees		Other fees (provider)
<b>My ING Pro</b>	€ 0		consult <a href="http://www.luxtrust.lu">www.luxtrust.lu</a>
Inside Business Payments			
- Subscription	€ 8.50	per month, per module	
- User subscription	€ 8	per month, per user	
InsideBusiness Connect, SWIFTNET, EBICS Global			
- Subscription	€ 280	per month, per module	
- Set-up	€ 5 000 +VAT applicable	one off, per structure	
- Add customer to current contract or Service Bureau	€ 350	per occurrence	
Multiline	€ 0		Consult <a href="http://www.multiline.lu">www.multiline.lu</a>
Telelink@Isabel	€ 0		Consult <a href="http://www.isabel.eu">www.isabel.eu</a> to know the current tariffs

## Savings Accounts

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### Savings Accounts standard elements

Account charges	Compte vert € 8	per annum/account/address
Currencies available		EUR, DKK, GBP, CHF, USD, CAD, AUD, NZD
Statements		
Via My ING	€ 0	
Postal	€ 1	+ Postal tariff

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### Value Dates

Incoming in EUR	Compte Vert D + 5 BWD <sup>4</sup>	
Outgoing in EUR	D - 2 BWD	
<b>Incoming in DKK, GBP, CHF, USD, CQD, AUD, NZD</b>	D + 6 BWD	
<b>Outgoing in DKK, GBP, CHF, USD, CQD, AUD, NZD</b>	Transfer	D - 2 BWD
	Withdrawal	D - 6 BWD

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### Credit interest rates for savings accounts

You can get the current rates upon request from your relationship manager and on [www.ing.lu](http://www.ing.lu)

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### Debit rates for Savings Accounts (per annum)

Savings accounts are not permitted to be overdrawn. However, if a savings account is overdrawn, debit interest will be charged at the rate applicable to the current account in the relevant currency. The amount of any such debit interest thus charged will be deducted from any future credit interest.

<sup>4</sup> BWD= Bank Working Days

## Single credit transfers and direct debits

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### Transfers - Outgoing

Without foreign exchange transaction<sup>5</sup>

	Electronic Transfers			Paper Transfers <sup>6</sup>		
SEPA	€	0		€	50	
Other than SEPA	%	0.15	from the amount with min. € 5 max. € 120	%	0.15	from the amount with min. 50 max. € 200

Please note that paper transfers between accounts of the same client number remain free.

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### Transfers - Incoming

Without foreign exchange transaction<sup>5</sup>

SEPA	€	0	
Other than SEPA	%	0.15	from the amount with min. € 5 max. € 36

<sup>5</sup> For foreign exchange transactions, please add the exchange rate charge mentioned on page 8.

<sup>6</sup> This service must be explicitly agreed to by the bank

## SEPA Direct Debit

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### SEPA Direct Debit as creditor:

#### SEPA Direct Debit Core

Batch fee	€	0	per batch
Transaction fee	upon request		

#### SEPA Direct Debit B2B

Batch fee	€	0	per batch
Transaction fee	upon request		

#### SEPA Direct Debit « R-messages »

Return	€	0	per transaction
Reject / Refusal	€	0	per transaction
Refund authorised collection	€	0	per transaction
Refund unauthorised collection	€	60	per transaction

Creditor fee

#### Additional services

Request to cancel a SEPA Direct Debit (before settlement date)	€	0	per occurrence
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### SEPA Direct Debit as debtor:

#### SEPA Direct Debit Core

Transaction fee	€	0	per transaction
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#### SEPA Direct Debit B2B

Transaction fee	€	0	per transaction
Mandate set-up	€	0	per occurrence
Amendment or cancellation	€	0	per occurrence

#### Additional services

Mandate blocks and filters set up	€	0	per occurrence
Request for copy of SEPA Direct Debit Mandate	€	30	per occurrence

Debtor fee

#### Others

Unpaid SEPA Direct Debit because of insufficient funds	€	0	per transaction
Wrongful claim for refund of unauthorised SEPA Direct Debit	€	60	per occurrence

Debtor fee

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### Additional Charges

Exchange transaction (Amount of transfer in euro or exchange value in foreign currency)	%	0.10	min. €3 – max. €250
Urgent transfer	€	10	
<b>Collective paper transfer</b>	€	8	
<b>Non-standard paper transfer</b>	€	6	
Administration fee for incomplete and/or returned transactions	€	4.50	
Payment refusal	€	25	
Fee for a confirmation of payment	€	15 / confirmation	
Transfer labelled “Remitter pays all charges” or “OUR” Amount of transfer in euro (or exchange value in foreign currency)			
≤12 500	€	8	
>12 500 à ≤ 25 000	€	25	
>25 000 à ≤ 50 000	€	40	
>50 000 ≤ 100 000	€	80	
>100 000 <sup>7</sup>	€	100	

<sup>7</sup> For transfers in non-EEA currencies or to non-EEA countries, the Bank reserves the right to charge the customer any charges actually deducted by correspondent banks or claimed from the Bank by correspondent banks where these charges exceed EUR 100.

Customers will be charged a processing fee of EUR 25 plus any charges made by our correspondent bank(s) for:

- a) the return of funds at the request of the correspondent bank after receipt of payment by the Bank;
- b) any request for information regarding receipt or non-receipt of funds transferred by the customer from correspondent or beneficiary banks made by the Bank at the customer's request;
- c) any correction by the Bank of an incomplete or incorrect remittance order issued by the customer following an error or omission by the customer;
- d) any cancellation by the Bank of a remittance order issued by the customer.



## Cheques

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### Remittance of cheques for credit to accounts

Cheque drawn in EUR on the Grand Duchy of Luxembourg		Free	
Other cheques			
Encashment charge	%	0.20	of the amount of the remittance with min. € 5 and max. € 250
Processing charge	€	4	per remittance
Correspondent charge			
- For collection <sup>8</sup> or Subject to collection <sup>9</sup>	€	35	per cheque <sup>10</sup>
- Research charges	€	min. €50	Cheque issued less than 1 year ago
	€	min. €150	Cheque issued more than 1 year ago
Postal charge	€	5	per remittance + € 60 for emergency secure transfer
Bounced cheque charge	€	12.50	+ min. € 35 in handling charges

NB: The date on which a cheque remitted to the Bank for encashment is credited to an account is always different to the date on which its remittance to the bank is booked.

Where the cheque is credited "subject to collection", i.e. when the Bank credits the customer's account prior to the actual arrival of the funds resulting from the cashing of the cheque, the customer is asked to inquire as to the value dates applied by the Bank at the time the cheque is remitted.

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### Payment of ING cheques issued by our customers

Cheque issued in EUR in the Grand Duchy of Luxembourg		Free	
All cheques issued on other countries			
Transfer commission	%	0.15	min. € 50 – max. € 200
Foreign exchange commission	%	0.10	min. € 3 – max. € 250
Bounced cheque charge	€	12.50	per cheque

Any claim regarding cheques will be charged a € 25 fee.

<sup>8</sup> Minimum amount per cheque: EUR 300 (or equivalent)/USD 400

<sup>9</sup> Only for cheques:

- in EUR drawn on a bank located in one of the following countries: Austria, Belgium, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Liechtenstein, Monaco, the Netherlands, Norway, Portugal, Spain, Sweden, Switzerland, United Kingdom.
- in GBP drawn on a bank located in the United Kingdom.
- in USD drawn on a bank located in the United States

<sup>10</sup> These costs are cumulative with handling charges, where applicable.

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## Other Services

### Certificates (excl. VAT)

Term accounts <sup>11</sup>	€ 25	per client number / per year covered
Duplicate documents	€ 50	per duplicate
Movements on Compte Vert	€ 50	per certificate
Good standing	€ 125	per certificate
Dividend and share interest statements	€ 25	per client number / per year covered
Share portfolio statements	€ 25	per certificate
Balance and/or account interest	€ 25	per client number / per year covered
Minimum balance	€ 25	per certificate
Summary statement of assets and income <sup>12</sup>	€ 75	per client number / per year covered
Special requests, searches	€ 50	per hour
Certification of basic balance	€ 100	per certificate
For credit accounts		+ additional € 25
For securities accounts		+ additional € 25
For documentary credits		+ additional € 25
Certification of balance not at month end	€ 125	per certificate
Certification of constitution	€ 50	per certificate

<sup>11</sup> Certificates included in "Summary statement of assets and incomes"

<sup>12</sup> Including Ecofin & Relibi (Luxembourg final withholding tax)

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**Local Domestic Cash Management – subject to agreement**

Domestic Cash Management – Centralization of domestic cash flow

Set-up fee	€	500		
Maintenance fee	€	50	per month	per account
Amendment fee	€	250		

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**Safety deposit boxes (excl. VAT)**

Volume	Annual rent
7 to 20 dm <sup>3</sup>	€ 200
21 to 200 dm <sup>3</sup>	€ 400

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**Withdrawal at a branch (non-ATM) in currency of Account**

Amount in EUR <sup>13</sup>

≤ 300	€ 2.50
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The charges made for the cash withdrawals above apply to the Current Account and Visa Account.

Charge for non-withdrawal of reserved funds: 0.10% of the amount ordered with a minimum of €15 and a maximum of €100.

Value Dates

EEA currencies	D
Other currencies	D – 5 BWD

A Client who wishes to be sure of being able to withdraw a cash amount greater than ten thousand euros (EUR 10,000) on a given date shall inform the Bank's services at least three Business Days prior to this date. Depending on the currency of the withdrawal, the notice period may be greater than the notice period indicated above. Your account manager can inform you of the prevalent notice period.

In the event of a request to withdraw an amount greater than ten thousand euros (EUR 10,000) in cash in one or several successive requests below that threshold, the Bank shall have the right to refuse such withdrawals in cash and shall be entitled to discharge its duty of repayment only by providing a crossed bank cheque or by bank transfer to a country whose anti-money laundering regulations are equivalent to those of the Grand Duchy of Luxembourg.

<sup>13</sup> All amounts in EUR

## Cards

### Debit Card

Annual fee	€	20
Merchant payment in EUR	€	0
Merchant payment in foreign currency	€	0.75
Withdrawals at ING Luxembourg ATMs	€	0
Withdrawals at all other ATMs in EUR	€	1.5
Withdrawals at all other ATMs in EUR	€	4.5
Urgent order	€	75

### Credit Cards

Annual Fee			
Visa Business	€	40	
Visa Business & Assistance	€	90	
Debit interest rate	%	16.80	per year, on the balance mentioned on the statement of the 20 <sup>th</sup> which has not been paid on the 5 <sup>th</sup> of the following month
Additional charge in the case of failure to make minimum 10% payment of the balance	€	10	1 <sup>st</sup> reminder
	€	25	Additional reminder
Visa credit card statements			
Reception by post	€	1	+ postal tariff

### Withdrawal at ATMs

		Current account	
With your ING credit card			
At ING Luxembourg ATMs <sup>14</sup>	€	0	
All other withdrawals from ATMs	€	3.5	+ 2.50 % of the amount drawn
Withdrawal limit			
Credit card ATM			
Visa Classic, Visa Business	€	2500*	
Point of sale payment limits			Agreed credit limit (CRAC) + Visa account balance

\* per card, per 5 days floating period

<sup>14</sup> For Visa accounts with a credit balance

## Custody account charges, making securities available, securities transfers

### Custody account charges (excl. VAT)

Exemption from custodial fees for savings certificates, funds, equities, bonds, and structured products of the ING Group.

Other securities : Value of securities portfolio in EUR <sup>15</sup>	Commission per tranche (annual deduction in arrears)		
≤ 1 000 000	%	0.25	per annum
> 1 000 000 to ≤ 2 000 000	%	0.20	per annum
> 2 000 000	%	0.15	per annum

Min. € 12 per item and min. € 50 per account

Rate for precious metals: % 0.30

Surrender of securities	€	40	per item
Documentation for customer participation in General Meetings	€	250	excl. VAT per meetings
Documentation for customer participation in complex General Meetings <sup>16</sup>	€	500	excl. VAT per complex meetings + any notary fees

### Securities transfers

Securities transfers within ING Luxembourg	€	0	
Securities transferred from another bank	€	0	
Securities transferred to another bank	€	100	per item

### American Depositary Receipt (ADR) & Global Depositary Receipt (GDR)

The external fees inherent in products of the ADR and GDR type are to be paid by the client. They will be accounted for in accordance with customary practices on the various markets.

<sup>15</sup> The calculation method for bonds valued below par is based on the nominal value of the deposited securities.

<sup>16</sup> i.e. when pre-registration of securities in the customer's name is required on the market.

## Securities transactions

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### Shares<sup>17</sup>

Sale/purchase of stock market shares

Order (EUR or exchange value in foreign currencies)

< 50 000	%	1.25	min. € 75 (+ any local taxes payable)
≥ 50 000	%	0.80	
New share issues	%	0.50	min. € 25

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### Options<sup>17</sup>

Sale/purchase of share/index options	€	12	per contract	min. € 75 per transaction (+ any local taxes payable)
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### Bonds and precious metals

Sale/purchase of bonds and precious metals

Order (EUR or exchange value in foreign currencies)

< € 25 000	%	1	min. € 50
≥ € 25 000 to < € 75 000	%	0.75	
≥ € 75 000	%	0.50	

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### Funds<sup>18</sup>

Sale/Purchase of third-Party Funds – Sale/purchase of House Funds

Third-Party Equity Funds	purchase 3 % sale € 50	min € 50
Third-Party bond Funds	purchase 2 % sale € 50	min. € 50
Third-Party Money Market Funds	purchase 0,50 %	min. € 50
Third-Party Alternative Funds	purchase 3 % sale € 50	min. € 50
House Funds	%	0

<sup>17</sup> Plus any local taxes payable

<sup>18</sup> Additional fees could be charged by the fund promoter.

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### Applicable value dates

For a purchase order, the applicable value date for the debit of your account is the date of the transaction.

For a sales order, the applicable value date for the credit of your account is, in general, the transaction date + 3 BWD. Depending on the common practice of the local market concerned on which the transaction is performed, the delay can be longer than 3 BWD.

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### Overview of costs and charges relative to financial instruments

To fully understand the costs and fees withheld on financial instruments, take a look at the “Overview of costs and charges relative to financial instruments” on [www.ing.lu/tariffs](http://www.ing.lu/tariffs), a document showing simulations of purchases and sales of financial instruments.

## Payment of coupons & repayment of securities

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### Securities of which ING Luxembourg has been appointed paying agent or sub-paying agent

Coupons and securities (savings certificates, loans and other securities)

	Securities in custody
Encashment <sup>19</sup>	Free
Value date	Maturity date

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### Securities payable in Luxembourg – other main paying agent or sub-paying agent

Coupons and securities payable in Luxembourg

	Securities in custody
Encashment <sup>19</sup>	Free
Value Date	Maturity date + 3 BWD

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### Securities payable abroad – other paying agent or sub-paying agent

Coupons payable abroad

	Securities in custody
Encashment <sup>19</sup>	% 1.25 min. € 4 per line 0.50 % from € 12.400
Value Date	Maturity date + 3 BWD

Shares payable abroad

Encashment <sup>19</sup>	% 0.25 min. € 5 max.€ 75 per line
Value date	Maturity date + 3 BWD

<sup>19</sup> Encashment only via credit of an account opened with ING Luxembourg



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### Possible additional charges

Exchange commission	Charge per security in the event of a conversion from one currency to another for account credit. In this case, add 2 BWD to the value date. Refer to the amount of the exchange fee found in the field "transfers abroad" in payment fees.
Scheduled payment charge	Charge for redemption of unmatured securities and coupons: € 7 per security and per calendar month started.
Unverified coupon remittance charge	Charged when coupons remitted are too large to be processed directly in branch (over 500 vignettes or more than 15 different securities) accepted under the condition of verification: € 15.
Prescription fees	The bank will charge 2% in the event of recovery, in addition to possible fees charged by the issuer.
Fees and taxes charged by the State Treasury	Submitted coupons or securities for which the funds to be distributed are available at the Luxembourg State Treasury (Caisse de Consignation) will be subject to additional fees and taxes: <ul style="list-style-type: none"><li>• a deposit tax</li><li>• custodial fees</li><li>• debit interest from time to time</li></ul> The details on these fees can be found in the Grand-Ducal Regulation of 4 February 2000 that sets the deposit tax rates. These fees are charged on the gross amount. A detailed breakdown can be provided upon request.

## Cut-Off Times – Settlement date – Other Information

### Cut-off times

Incoming funds

Credit value date is the date on which the funds are available within ING.<sup>20</sup>

Cut-off time of incoming payments: 5:00 PM in all currencies

Night safe Cut-off times: 08:00

Outgoing funds

Electronic Credit Transfer	Currencies	COT-(CET)	Book date	Settlement date
EUR Real Time credit transfer				
Real Time*	€	15:30	D	D
<b>SEPA credit transfer</b>				
Next day	€	17:00	D	D+1
Same day*	€	15:30	D	D
ING Luxembourg In-house	€	17:00	D	D
<b>International credit transfer</b>				
Two days	AUD, BGN, CAD, CHF, CZK, DKK, EUR, GBP, HUF, JPY, MXN, NOK, PLN, RON, SEK, SGD, USD	17:00	D	D+2
Next day*	AUD, JPY, SGD	15:00	D	D+1
	DKK, NOK, SEK,	13:30	D	D+1
Same day*	USD, GBP	17:00	D	D
	CAD	16:00	D	D
	EUR	15:30	D	D
	MXN	15:00	D	D
	CHF, HUF, PLN, BGN	14:00	D	D
	CZK, RON	12:00	D	D
ING Luxembourg In-house	All currencies	17:00	D	D

\*Payments have to be initiated as urgent

<sup>20</sup> during the Bank's opening times.

<b>Direct Debit</b>	Currencies	COT-(CET)	Book date	Settlement date
SEPA Direct Debit (as creditor)				
Transaction	€	17:00 D-2	D	D
SEPA Direct Debit (as debtor)				
Transaction	€	17:00	D	D

Those cutoff times are applicable for Straight Through Processing payments. When planning payments, the client is advised to take into account additional timing, if any, caused by the (electronic) transmission of payment instructions to the bank.

	Cut-off time	Settlement Date	Currencies
<b>Paper Credit Transfer</b>	D - 14:00	D+1	EUR SEPA
	D - 14:00	D+1	EUR other, CHF, GBP, CAD, USD, CZK, DKK, SEK, HUF, NOK, PLN, AUD, JPY, MXN, RON

## Miscellaneous

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Search charge (excl. VAT):	€	50 / hour of search
	€	+ 0.25 / photocopy
Reissue of Digipass/LuxTrust:	€	20
Fee for account seizure:	€	250

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### Cash conversion

Exchange rates used for cash conversions other than payment card  
Internal ING rate available when paying via My ING, My ING Pro or on request.

#### Visa credit card conversion rates

The rate applicable in the case of foreign currency transactions will be:

The Visa International rate (available in branches or at [www.ing.lu](http://www.ing.lu)) + 2% margin

Moreover, for any transaction with a merchant located in a country outside the Europe<sup>21</sup> zone as defined by Visa, an additional 0,50% margin shall be added.

#### Debit card conversion rate

When making transactions in a foreign currency, the exchange rate is the designated ING Luxembourg rate for V PAY card transactions (information available in your local branch or at [www.ing.lu](http://www.ing.lu)) + an additional 1% fee (0.85% fee for transactions made in CHF).

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### Night safe

#### Charges

The night safe or client collection form is incomplete/incorrect € 50

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<sup>21</sup> Visa Europe zone: Andorra, Austria, Bear Island, Belgium, Bulgaria, Channel Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Faeroe Island, Finland, France (including its "DOM-TOMs"), Germany, Gibraltar, Greece, Greenland, Hungary, Iceland, Ireland, Isle of Man, Israel, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, the Netherlands, Norway, Poland, Portugal, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, Vatican City, the United Kingdom.

## Definitions

### **SEPA Payment:**

A SEPA payment is a transfer:

- in EUR;
- in which the accounts held by both the originator and the beneficiary are opened in one of the 27 SEPA Countries
- including an IBAN code (International Bank Account Number);
- with shared costs (also referred to as SHA, standing for 'shared').

**SEPA Countries:** Austria (EUR), Belgium (EUR), Bulgaria (BGN), Croatia (HRK), Cyprus (EUR), Czech Republic (CZK), Denmark (DKK), Estonia (EUR), Finland (EUR), France (EUR), Germany (EUR), Greece (EUR), Hungary (HUF), Ireland (EUR), Italy (EUR), Latvia (LVL), Lithuania (EUR), Luxembourg (EUR), Malta (EUR), the Netherlands (EUR), Poland (PLN), Portugal (EUR), Romania (RON), Slovakia (EUR), Slovenia (EUR), Spain (EUR), Sweden (SEK), as well as the three EEA States Iceland (ISK), Liechtenstein (CHF) and Norway (NOK) and the United Kingdom (GBP) plus Monaco (EUR), San Marino (EUR) Switzerland (CHF), Andorra and Vatican City.

### **IBAN:**

IBAN stands for **I**nternational **B**anking **A**ccount **N**umber, an international standard for a uniform structure of account numbers designed to make transfers within Europe more rapid and secure.

### **Non-SEPA Payment:**

Any payments that do not meet the SEPA criteria

### **BIC:**

The BIC or **B**ank **I**dentifier **C**ode is your bank's international identification code (also called SWIFT code) which must be stated in your cross-border transfers. For example, the BIC for ING Luxembourg is CELLULL.

### **European Economic Area (EEA):**

At the time of entry into force of the tariff, comprising the 27 Member States of the European Union, Liechtenstein, Norway and Iceland.

### **EEA country currencies:**

EUR, BGN, CHF, CZK, DKK, HRK, HUF, ISK, NOK, PLN, RON, SEK.

### **Bank Working Day:**

Every day on which the banks in the Grand Duchy of Luxembourg are generally open except Saturdays, Sundays and public holidays.

### **Major currencies:**

EUR, USD, GBP, CHF, SEK, NOK, DKK, CAD, ZAR, HKD, AUD, NZD, SGD, TRY and JPY.

### **Cut-off Times:**

Time after which any payment orders and incoming payments shall be deemed to have been received or provided on the following Bank Working Day.

### **SWIFT:**

A unique identification code for both financial and non-financial institutions. These codes are used when transferring money between banks, particularly for international wire transfers, and also for the exchange of other messages between banks. The codes may sometimes be found on account statements.

## Complaint procedure

Lodge a complaint against ING Luxembourg S.A.

You can lodge a complaint in writing by mail, email or by secured message via “My ING” to the Complaints Department of ING Luxembourg:

ING Luxembourg S.A.

Complaints

26, Place de la Gare

L-2965 Luxembourg

Email: [complaints@ing.lu](mailto:complaints@ing.lu)

Complaints must clearly indicate the customer's contact details and include a brief description of the reason for the complaint.

If you are not satisfied with the solution or response given by ING Luxembourg, you can file a request for an out-of-court complaint settlement, in accordance with the provisions of the applicable circulars issued by the Luxembourg Commission de Surveillance du Secteur Financier (CSSF).

Commission de Surveillance du Secteur Financier

Département Juridique CC

283, route d'Arlon

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For more information, please visit the website of the CSSF:

<http://www.cssf.lu/en/consumer/complaints>

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**IMPORTANT NOTE:** This summary of charges is a brief statement of the charges relating to our main products and/or services and is therefore not exhaustive. The summary of charges referred to above does not include non-standard products and/or services or combined offers, for which the customer should refer to the brochure relating to the product, service or combined offer in question. If this summary of charges does not include details of the charges applicable to your transaction or order, you should check the applicable charges with your branch or with your usual relationship manager prior to placing your order or completing your transaction.

Unless expressly stated otherwise here above, the tariff shall be considered as VAT exclusive, where VAT is required to be applied under applicable VAT law. VAT will be charged in addition at the rate as provided under the applicable VAT law in force from time to time.

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