

Tariff brochure's extract Business Banking Clients

ING Luxembourg SA

Effective as of 1 February 2025

This Tariff brochure for transaction services offered to Business Banking Clients is effective **as of 1 February 2025** 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.

Accounts

Current Account

Fee for Self-employed Clients

Opening an account	€	0	
Account management charges ¹	€	50	/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 ¹	€	100	/quarter/client number
Management charges Mid-Size Corporate ¹	€	150	/quarter/client number
Account maintenance charges	€	1	/month/account/ mailing address

Fee for Financial and Patrimonial Companies

Opening an account ²	€	125	
Account management charges ³	€	625	/quarter/client number
Account maintenance charges	€	1	/month/account/ mailing address

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.

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".

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.

¹ 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).

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

³ 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).

Cash deposit at a branch in the currency of the account

Charges

All Currencies	€	0
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Value Dates

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

Account, Transaction and Fee Reporting

Electronic reporting

Intraday / ING Luxembourg current account in Multiline	€	0	per month/account
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Intraday (MT942) / To third bank	€	50	per month/account
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Intraday (MT942) / From third bank	€	50	per month/account
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End of Day ING Luxembourg current account in Multiline	€	0	per month/account
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End of Day (MT940) To third bank	€	25	per month/account
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End of Day (MT940) From third bank	€	25	per month/account
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CAMT 053 ING Luxembourg current account in Multiline	€	0	per month/account
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CAMT 053 To third bank	€	25	per month/account
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CAMT 053 From third bank	€	25	per month/account
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Paper reporting

Paper account statement	€	1	+ Postal fee
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Electronic Banking Services

	ING Fees		Other fees (provider)
My ING Pro	€ 0		consult www.luxtrust.lu
Inside Business Portal & Payments			
- Subscription	€ 8.50	per month, per module	
- User subscription	€ 8	per month, per user	
InsideBusiness Connect (SWIFT, File Transfer EBICS)			
- 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 www.multiline.lu
Telelink@Isabel	€ 0		Consult www.isabel.eu to know the current tariffs

Savings Accounts

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

Value Dates

	Compte Vert	
Incoming in EUR	D + 5 BWD ⁴	
Instant payments	D	
Outgoing in EUR	D - 2 BWD	
Incoming in DKK, GBP, CHF, USD, CQD, AUD, NZD	D + 6 BWD	
Outgoing in DKK, GBP, CHF, USD, CQD, AUD, NZD	Transfer	D - 2 BWD
	Withdrawal	D - 6 BWD

Credit interest rates for savings accounts

You can get the current rates upon request from your relationship manager and on www.ing.lu

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.

Notwithstanding any provisions to the contrary in the applicable general terms and conditions, ING reserves the right to modify the operation of the savings account at any time, in particular to limit (i) credit transactions on the savings account to transfers made from any account opened under the same client number in the bank's books in the name of the savings account holder, and (ii) withdrawals from the savings account to transfers made to any account opened under the same client number in the bank's books in the name of the savings account holder.

⁴ BWD= Bank Working Days

Single credit transfers and direct debits

Transfers - Outgoing

Without foreign exchange transaction⁵

	Electronic Transfers		Paper Transfers ⁶		
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.

Transfers - Incoming

Without foreign exchange transaction⁵

SEPA	€	0	
Instant ⁷	€	0	
Other than SEPA	%	0.15	from the amount with min. € 5 max. € 36

Additional Charges

Exchange transaction (Amount of transfer in euro or exchange value in foreign currency)	%	0.10	min. €3 – max. €250
Urgent transfer	€	10	
Collective paper transfer	€	8	
Non-standard paper transfer	€	6	
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 ⁸	€	100	

⁵ For foreign exchange transactions, please add the exchange rate charge mentioned in additional charges.

⁶ This service must be explicitly agreed to by the bank

⁷ Instant payments are only possible for transfers in EUR from an account in the SEPA zone to:

- eligible EUR accounts

- eligible foreign currency accounts (up to 100,000 EUR).

⁸ 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:

- the return of funds at the request of the correspondent bank after receipt of payment by the Bank;
- 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;
- any correction by the Bank of an incomplete or incorrect remittance order issued by the customer following an error or omission by the customer;

SEPA Direct Debit

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

Other Services

Certificates (excl. VAT)

Term accounts ⁹	€ 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/maximum balance	€ 25	per certificate
Summary statement of assets and income ¹⁰	€ 75	per client number / per year covered
Special requests, searches	€ 75	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
Blocking certificate for capital increase	€ 25	per certificate
Early repayment calculation certificate	€ 25	per certificate

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		

Safety deposit boxes (excl. VAT)¹¹

Volume	Annual rent	
7 to 20 dm ³	€ 200	
21 to 200 dm ³	€ 400	
Key holding fee	€ 60	per year
Charge for the forcing of a safety deposit box	Re-invoicing of external costs to the clients	

Price applicable to existing safety deposit box. There are no more new safety deposit box openings.

⁹ Certificates included in "Summary statement of assets and incomes"

¹⁰ Including Ecofin & Relibi (Luxembourg final withholding tax)

¹¹ Pricing applicable to existing safety deposit boxes. There are no more new safety deposit boxes openings.

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

Withdrawal fee € 0

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.

Cards

Debit Card

Monthly fee	€	2	
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	
Withdrawals limit at all ATMs in EUR	€	2000 by default	
	€	0 to 10 000 per customer request ¹²	

Credit Cards

Monthly Fee			
Visa Business	€	4	
Visa Business & Assistance	€	7.5	
Debit interest rate	%	16.80	per year, on the balance mentioned on the statement of the 20 th which has not been paid on the 5 th of the following month
Additional charge in the case of failure to make minimum 10% payment of the balance	€	10	1 st 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 ¹³	€	0	
All other withdrawals from ATMs	€	3.5	+ 2.50 % of the amount drawn
Withdrawal limit			
Credit card ATM	€	2500	
Point of sale payment limits			Agreed credit limit (CRAC) + Visa account balance

* per card, per 5 days floating period

¹² Limits can be adapted by contacting your advisor or via My ING

¹³ 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 ¹⁴	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 ¹⁵	€	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.

¹⁴ The calculation method for bonds valued below par is based on the nominal value of the deposited securities.

¹⁵ i.e. when pre-registration of securities in the customer's name is required on the market.

Securities transactions

Sale/purchase of stock market shares¹⁶

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

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	

Sale/Purchase of third-Party Funds- Sale/purchase of House Funds¹⁷

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	

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.

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, a document showing simulations of purchases and sales of financial instruments.

¹⁶ Plus any local taxes payable

¹⁷ Additional fees could be charged by the fund promoter.

Payment of coupons & repayment of securities

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

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

	Payable in Luxembourg	Payable abroad
Coupons encashment	Free	1,25% min. EUR 4 / line 0.50 % as from EUR 12 400
Securities redemption	Free	0,25% min. EUR 5 max EUR 75 / line
Value date	Maturity date + 3 BWD	Maturity date + 3 BWD

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.
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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.¹⁸

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

No cut-off time for incoming funds for instant payments

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
SEPA credit transfer				
Next day	€	17:00	D	D+1
Same day*	€	15:30	D	D
Instant**	€	N/A	D	D
ING Luxembourg In-house	€	17:00	D	D
International credit transfer				
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
Same day*	DKK, NOK, SEK,	13:30	D	D+1
	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.

** Payments have to be initiated as instant payment: the value date applied to the debit of your account is equal to the transaction date.

¹⁸ during the Bank's opening times.

Direct Debit	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
Paper Credit Transfer	D - 14:00	D+1	EUR SEPA
	D - 14:00	D+2	EUR other, CHF, GBP, CAD, USD, CZK, DKK, SEK, HUF, NOK, PLN, AUD, JPY, MXN, RON

Miscellaneous

Search charge (excl. VAT):	€	75 / hour of search + 0.25 / photocopy
Reissue of Digipass/LuxTrust:	€	20
Fee for account seizure:	€	250
Processing of mail returns	€	25 + VAT
Mail holding lack of valid address	€	175/an + VAT
Cash handling		Reinvoicing the customer at cost
Fee in the event of a debit balance compensation measure	€	5

Inactive accounts and safety deposit boxes (law of March 30, 2022)

Management and control of inactive account	€	60 / quarter / client number
Research fee	€	75/hour + VAT*
External research fee		reinvoicing the customer at cost*

*within the limit of the law, research fees (internal + external) can not exceed 10% of the assets with a max of EUR 25 000.

Liquidation of assets or conversion of currencies		Cf standart pricing
Charge for the forcing of a safety deposit box		external fee will be reinvoiced at cost (within a max of EUR 500 according to law)

Credit

Account service charge	€	24 / year / account / address
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Rental guarantee

Issuance fees	0,10%	of the guaranteed amount with a min of €100
Account maintenance charges	0,25%	per quarter with a min €20

Cash conversion

Exchange rates used for cash conversions other than payment card.

ING will perform a currency conversion in case the payment instruction requires this. The conversion costs are incorporated in the transaction amount. The Bank executes payment transactions where a currency conversion is required in the following way:

-**Transactions up to EUR 25K***: using independent market standard reference rates published by Global Market Database (GMDB) every bank business day at 07:20, 11:20, 14:20 and 17:20 CET**. Payments are processed immediately applying the rates of the last previously GMDB rate update plus a service spread. As the market rate used is set at a frequency of 4 times a day, it may imply a possible upward or downward exchange rate risk for the client with respect to the application of a real time rate.

-**Transactions over EUR 25K***: 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 its FX market liquidity providers.

Depending on the payment initiation channel used, the exchange rate applied is provided at the time of payment or is made available on request, the client being advised to request such information. The details of exchange rate used for specific payment transactions are also available on account statements/reporting.

* For SEPA (standard and instant) payments in euros requiring a currency conversion, the threshold is set at **EUR 100K**.

**For SEPA instant payments received during the weekend and public holidays requiring a currency conversion, the Bank uses the last market standard reference rate, or base rate, as applicable, available on the last bank business day preceding the day on which the instant payment is received, plus a service spread.

*and ** are without prejudice to the application by the Bank of limits on the maximum amount authorized for receiving SEPA instant payments.

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) + 2% margin

Moreover, for any transaction with a merchant located in a country outside the Europe¹⁹ 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 transaction (information available in your local branch or at www.ing.lu) + an additional 1% fee (0.85% fee for transactions made in CHF).

Night safe

Charges

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

¹⁹ 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, 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

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
L-2991 Luxembourg

Fax : (+352) 26 25 1 – 2601

Email: reclamation@cssf.lu

For more information, please visit the website of the CSSF:
<https://reclamations.apps.cssf.lu/>

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.

Private Banking, Retail Banking and Wholesale Banking clients have their own extract from the tariffs.

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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