# Tariff brochure Business Banking Clients

ING Luxembourg SA

Effective as of 1 July 2023

This Tariff brochure for transaction services offered to Business Banking Clients is effective **as of 1 July 2023** 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 maintenance charges € 1 /month/account/mailing address

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

Opening an account  $\qquad \qquad \in \qquad 0$ 

Management charges PME¹ € 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

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

#### Debit Interest rate

Е	UR	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 addressing.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.

<sup>\*\*</sup>The files must be submitted for approval to the Bank.

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

<sup>&</sup>lt;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).

# 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)

# Account, Transaction and Fee Reporting

Electronic reporting

Intraday / ING current account	€	0	per month/account
Intraday (MT942) / To third bank	€	50	per month/account
Intraday (MT942) / From third bank	€	50	per month/account
End of Day   ING current account	€	0	per month/account
End of Day (MT940)   To third bank	€	25	per month/account
End of Day (MT940)   From third bank	€	25	per month/account
CAMT 053   ING current account	€	0	per month/account
CAMT 053  To third bank	€	25	per month/account
CAMT 053   From third bank	€	25	per month/account
Paper reporting			
Paper account statement	€	1	+ Postal fee

Electronic Banking Services				
	ING	Fees		Other fees (provider)
My ING Pro	€	0		consult www.luxtrust.lu
Inside Business Portal & Payments				
<ul><li>Subscription</li><li>User subscription</li></ul>	€	8.50 8	per month, per module 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 <u>www.isabel.eu</u> to know the current tarrifs

the current tarrifs

# **Savings Accounts**

#### Savings Accounts standard elements

Account charges	Cor €	mpte 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			
	Cor	mpte Vert	
Incoming in EUR	D +	- 5 BWD <sup>4</sup>	
Outgoing in EUR	D -	2 BWD	
Incoming in DKK, GBP, CHF, USD, CQD, AUD, NZD	D +	- 6 BWD	
Outgoing in DKK, GBP, CHF,	Tra	ınsfer	D - 2 BWD
USD, CQD, AUD, NZD	Wi	thdrawal	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.

<sup>&</sup>lt;sup>4</sup> BWD= Bank Working Days

# Single credit transfers and direct debits

## 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 % 0.15 from the amount

with min. € 5 with min. 50 max. € 120 max. € 200

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

#### Transfers - Incoming

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

 $\begin{array}{ccc} \mathsf{SEPA} & & & \in & & \mathsf{0} \\ \mathsf{Instant}^7 & & & \in & & \mathsf{0} \end{array}$ 

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.

 $<sup>^{\</sup>rm 6}\,\rm This\, service$  must be explicitly agreed to by the bank

 $<sup>^{7}</sup>$  Instant payments are limited to 100 000 EUR and only possible for SEPA transfers (in EUR and from an account in the SEPA zone)

# **SEPA Direct Debit**

SEPA Direct Debit as creditor:					
SEPA Direct Debit Core					
Batch fee	€		0	per batch	
Transaction fee	upon reques	t			
SEPA Direct Debit B2B					
Batch fee	€		0	per batch	
Transaction fee	upon reques	t			
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	€		0	per occurrence	
settlement date)					
SEPA Direct Debit as debtor:					
SEPA Direct Debit Core					
Transaction fee		€	0	per transaction	
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
		C	30	per occurrence	Design rec
Others					
Others Unpaid SEPA Direct Debit because of insufficient:	funds	€	0	ner transaction	
Others Unpaid SEPA Direct Debit because of insufficient : Wrongful claim for refund of unauthorised SEPA I		€	0 60	per transaction per occurrence	Debtor fee

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 / confirm	nation
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 0008	€	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;
- 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;

<sup>&</sup>lt;sup>8</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.

# **Other Services**

# Certificates (excl. VAT)

Term accounts <sup>9</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>10</sup>	€	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

 $<sup>^9</sup>$  Certificates included in "Summary statement of assets and incomes"  $^{10}$  Including Ecofin & Relibi (Luxembourg final withholding tax)

#### 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

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

Volume Annual rent  $7 \text{ to } 20 \text{ dm}^3$   $\in$  200  $21 \text{ to } 200 \text{ dm}^3$   $\in$  400

Key holding fee € 60 per year

Charge for the opening of a safety deposit box

Re-invoicing of external costs to the clients

#### 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						
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				
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 no been paid on the 5 <sup>th</sup> of the following month			
Additional charge in the case of failure to make	€	10	1 <sup>st</sup> reminder			
minimum 10% payment of the balance	€	25	Additional reminder			
Visa credit card statements						
Reception by post	€	1	+ postal tariff			
Withdrawal at ATMs						
	Current ac	count				
With your ING credit card						
At INGLuxembourg ATMs <sup>11</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 cre	Agreed credit limit (CRAC) + Visa account balance				
	* per card, per	r 5 days floating perio	bo			

 $<sup>^{\</sup>rm 11}\,{\rm For}\,\,{\rm Visa}$  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>12</sup>

Commission per tranche (annual deduction in arrears)

≤ 1 000 000

> 1 000 000 to ≤ 2 000 000

> 1 000 000 to 3 2 000 000

> 2 000 000

% 0.25

per annum

% 0.20

per annum

00

% 0.15

per annum

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

Rate for precious metals:

6 0.30

Surrender of securities

€ 40

per item

Documentation for customer participation in

250

excl. VAT per meetings

General Meetings

Documentation for customer participation in  $\ \ \in$ 

complex General Meetings 13

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.

 $<sup>^{12}</sup>$  The calculation method for bonds valued below par is based on the nominal value of the deposited securities.

 $<sup>^{13}</sup>$  i.e. when pre-registration of securities in the customer's name is required on the market.

## Securities transactions

# ${\bf Shares}^{14}$

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

# Options<sup>13</sup>

Salle/purchase of share/index options € 12 per contract min. € 75 per transaction (+ any local taxes payable)

#### 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 % 0.75

<€75 000

≥ € 75 000 % 0.50

#### Funds<sup>15</sup>

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

Third-Party Equity Funds purchase 3 % min € 50

sale € 50

Third-Party bond Funds purchase 2 % min. € 50

sale € 50

Third-Party Money Market Funds purchase 0,50 % min. € 50

Third-Party Alternative Funds purchase 3 % min. € 50

sale € 50

House Funds % 0

 $<sup>^{14}\,\</sup>mathrm{Plus}$  any local taxes payable

 $<sup>^{\</sup>rm 15}\,{\rm Additional}\,{\rm fees}\,{\rm could}\,{\rm be}\,{\rm charged}\,{\rm by}\,{\rm the}\,{\rm fund}\,{\rm promoter}.$ 

#### 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 <a href="https://www.ing.lu/tariffs">www.ing.lu/tariffs</a>, a document showing simulations of purchases and sales of financial instruments.

# 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)

Securities in custody

Encashment<sup>16</sup> Free

Value date Maturity date

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

Coupons and securities payable in Luxembourg

Securities in custody

Encashment<sup>15</sup> Free

Value Date Maturity date + 3 BWD

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

Coupons payable abroad

Securities in custody

Encashment<sup>15</sup> % 1.25

min. € 4 per line 0.50 % from € 12.400

Value Date Maturity date + 3 BWD

Shares payable abroad

Encashment<sup>15</sup> % 0.25

min. € 5

max.€ 75 per line

Value date Maturity date + 3 BWD

 $<sup>^{\</sup>rm 16}\,\rm Encashment$  only via credit of an account opened with ING Luxembourg

#### 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:

- a deposit tax
- custodial fees
- debit interest from time to time

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  ${\rm ING.}^{17}$ 

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
SEPA credit transfer				
Next day	€	17:00	D	D+1
Same day*	€	15:30	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
	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

<sup>\*</sup>Payments have to be initiated as urgent

 $<sup>^{17}</sup>$  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				
Inactive accounts and safetu deposit boxes (law of March 30, 2022)						

75/hour + VAT\* Research fee €

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 opening of a safety

deposit box

external fee will be reinvoiced at cost (within a max of EUR 500

according to law)

#### 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) + 2% margin

Moreover, for any transaction with a merchant located in a country outside the Europe 18 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) + an additional 1% fee (0.85% fee for transactions made i CHF).

#### Night safe

#### Charges

The night safe or client collection form is incomplete/incorrect

€ 50

<sup>18</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 International **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 Identifier **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 CELLLULL.

#### 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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