

# Tariff brochure's extract for Retail Banking Individuals

ING Luxembourg S.A.

Effective as of 1 February 2025

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This Tariff brochure for transaction services offered to Retail 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.

Find all the tariffs on [ing.lu/tariffs](https://ing.lu/tariffs)

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## Current Accounts

### An overview of the different elements of our Current Accounts

Fee for Retail Banking clients - Individuals

Opening an account <sup>1</sup>	€	0	
Account Management charges <sup>2</sup>	€	0	
Account maintenance charges	€	24	/year/account/mailing address
	€	0	for ING Orange Account*, Young Adults Current Account <sup>3</sup> and Teen Account

\* Fee in the event of non-compliance with the conditions for benefiting from a free ING Orange Account: EUR 20/calendar quarter (not applicable for customers ages 18-25).

To benefit from the free advantages associated with the ING Orange Account, you simply have to make a minimum monthly transfer of EUR 1,000 to your ING Orange Account. Payments between your accounts are not taken into account.

### Account statements :

Via My ING	€	0	
Mailing	€	postage fee + 1	for clients < 26 years : free monthly account

### Debit interest rates for current accounts without arranged overdrafts (per annum)<sup>4</sup>

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 Terms and Conditions of the Bank.

<sup>1</sup> Applicable only for major currencies. ING Orange Account and Young Adults Current Account exist only in EUR.

<sup>2</sup> For clients who do not reside in the EU (European Union): EUR 50/quarter/client number.

In case of decision by the Bank to close an account, management charges of 100 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>3</sup> For clients aged 18-25.

<sup>4</sup> The ING Orange Account and the Young Adults Current Account exist only in EUR.

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## Cards

The different costs linked to our credit and debit cards. Visit our website [www.ing.lu](http://www.ing.lu) to get more information about the services linked to the different products.

### Debit cards

	Current Account	ING Orange Account	Young Adults <sup>5</sup> Current Account	Teen Account
Monthly Fee	€ 2	€ 0	€ 0	€ 0
Debit Interest rate <sup>6</sup>				
Within the limits of the credit line	% 9	% 9	% 9	-
Exceedent the limits of the credit line	% 12	% 12	% 12	-

### Credit cards – Visa

		Young Adults <sup>5</sup>
Monthly Fee		
Visa Classic	€ 2	€ 0
Visa CyberCard	€ 2*	€ 0**
Visa Gold	€ 7,50	€ 4,50
Visa Platinum	€ 12,50	€ 7,50

\* free for ING Orange Account holders

\*\* also available for ages 12-17

<b>Debit Interest rate</b>	% 16.80	/year	on the balance mentioned on the statement of the 20th 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	€ 0		via MY ING
	€ postage fee + 1 <sup>7</sup>		mailing

<sup>5</sup> For clients aged 18-25.

<sup>6</sup> The standard credit line for new clients opening an ING Orange Account is € 0.

<sup>7</sup> For clients < 26 years : free monthly account otherwise postage fee + 1€

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## Using our products

Pay, withdraw, and deposit money... Here you will find the costs linked to these services.

### Pay with cards

	Current Account	ING Orange Account	Young Adults Current Account <sup>8</sup>	Teen Account
With your ING Debit Card				
Merchant payment in EUR	€ 0	€ 0	€ 0	€ 0
Merchant payment in foreign currency	€ 0.75	€ 0.75	€ 0	€ 0
Point of sale payment limits for ING Debit Cards <sup>9</sup>	€ 1,250	by default From 0 € to 5,000 € upon client request <sup>10</sup>		
Point of sale payment limits for ING Credit Cards		Agreed credit limit + Visa account balance		
Cash deposit at a branch in the currency of the account				
Charges	€ 0	all currencies		
Value Dates				
All currencies		D (consumer clients) D + 1 (non-consumer clients)		

### Withdrawal at ATMs

With your ING Debit Card				
At ING Luxembourg ATMs	€ 0			
At other ATMs in EUR	€ 1.50 <sup>11</sup>			
At other ATMs not in EUR	€ 4.50 <sup>11</sup>			
With your ING Credit Card <sup>12</sup>				
At ING Luxembourg ATMs	€ 0			
All other withdrawals from ATMs	€ 3.50	+ 2.50 % of the amount drawn		

<sup>8</sup> For clients aged 18-25.

<sup>9</sup> Per card and per period of 5 consecutive days.

<sup>10</sup> Limits can be adapted by contacting your advisor.

<sup>11</sup> Free for clients aged 12-25.

<sup>12</sup> For Visa accounts with a credit balance.

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**Withdrawal limits**

Debit Card ATM <sup>13</sup>	€ 2 000	by default From 0 € to 10,000 € upon client request <sup>14</sup> A weekly limit is set for the Teen Account by the legal representative(s).
Credit Card ATM <sup>15</sup>	€ 2 500	

**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 Bank Working Days

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> Per card and per period of 5 consecutive days.

<sup>14</sup> Limits can be adapted by contacting your adviser or on My ING.

<sup>15</sup> Limits can be adapted by contacting your adviser.

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## Payments and direct debits

With your current account, you can transfer money within or outside Luxembourg. Below you will find the costs for the different types of transfer.

### Transfers – Outgoing :

Without foreign exchange transaction<sup>16</sup>

	Electronic Transfers		Paper Transfers <sup>17</sup>	
To ING Luxembourg				
In EUR	€	0	€	0
Not in EUR	%	0.15	%	0.20
		from the amount with min. 5 € - max. 120 €		from the amount with min. 10 € - max. 200 €
SEPA				
< 50,000 EUR	€	0	€	5
≥ 50,000 EUR	€	0	€	10
Other than SEPA	%	0.15	%	0.20
		from the amount with min. 5 € - max. 120 €		from the amount with min. 10 € - 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>18</sup>

SEPA	€	0	
Instant <sup>19</sup>	€	0	
Other than SEPA	%	0.15	from the amount with min. 5 € - max. 36 €

#### Direct Debits

SEPA	€	0	
Request for reimbursement after collection in the event of an invalid mandate:			
Error originating on the side of the debtor	€	60	charged to the debtor
Request for a copy of the mandate at the bank	€	30	

<sup>16</sup> For foreign exchange transactions, please add the exchange rate charge mentioned on page 7.

<sup>17</sup> Customers aged 75 and over benefit from the electronic transfer pricing (free manual intervention)

<sup>18</sup> For foreign exchange transactions, please add the exchange rate charge mentioned on page 7.

<sup>19</sup> 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).

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## Additional Charges

Exchange transaction: (Amount of transfer in euro or exchange value in foreign currency)	%	0.10	from the amount with min. 3 € – max. 250 €
Urgent transfer	€	10	
Collective paper transfer	€	8	
Non-standart 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	≤ 25,000	€	25
> 25,000	≤ 50,000	€	40
> 50,000	≤ 100,000	€	80
> 100,000 <sup>20</sup>		€	100

<sup>20</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 € 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 correction by the Bank of an incomplete or incorrect remittance order issued by the customer following an error or omission by the customer;
- any cancellation by the Bank of a remittance order issued by the customer.

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## Savings Accounts

An overview of the different elements of our Savings Accounts

### Savings Accounts standart elements

	Compte Vert	Junior Savings (0-17 years)	Compte Vert Young Adults <sup>21</sup> / Teen Savings	ING Orange Savings
Account charge <sup>22</sup>	€ 8	€ 0	€ 0	€ 0

### Statements

<b>Via My ING</b>	€ 0	€ 0 <sup>23</sup>	€ 0	€ 0
Postal	€ Postal tariff + 1€	€ 0 monthly statements  Postal tariff + 1 € if other periodicity	€ 0 monthly statements  Postal tariff + 1 € if other periodicity	N/A

### Value Dates

	Compte Vert	Junior Savings (0-17 years)	Compte Vert Young Adults <sup>21</sup> / Teen Savings	ING Orange Savings
Incoming in EUR	D + 5 BWD <sup>24</sup>	D + 1 BWD	D + 5 BWD	D + 5 BWD
Instant paymants	D	D	D	D
Outgoing in EUR	D – 2 BWD	D – 1 BWD	D – 2 BWD	D – 2 BWD
Incoming in DKK, GBP, CHF, USD, CAD, AUD, NZD	D + 6 BWD	N/A	N/A	N/A
Outgoing in DKK, GBP, CHF, USD, CAD, AUD, NZD	Transfer : D – 2 BWD  Retrait : D – 6 BWD	N/A	N/A	N/A

### Credit interest rates for Savings Accounts

You can find the current rates on our website [www.ing.lu](http://www.ing.lu) or ask for them in one of our branches.

### 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, and without prejudice to deposits and withdrawals made in the branch, 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.

<sup>21</sup> For clients aged 18-25.

<sup>22</sup> Per year, per account.

<sup>23</sup> For clients under the age of 12, only postal statements are available.

<sup>24</sup> BWD = Bank Working Days.



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## Custody account, physical delivery, security 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*	Commission per tranche (annual deduction at maturity)	
	≤ 1 000 000	% 0.25	/year
	> 1 000 000 à ≤ 2 000 000	% 0.20	/year
	> 2 000 000	% 0.15	/year

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

Rate for precious metals	% 0.30	/year
Abandonment of securities	€ 40	/item
Documentation for customer participation in General Meetings	€ 250	excl. VAT per meeting
Documentation for customer participation in complex General Meetings <sup>25</sup>	€ 500	excl. VAT per complex meeting + any notary fees

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

### Securities transfers

Securities transfer within ING Luxembourg	€ 0	
Securities transfer from another Bank	€ 0	
Securities transfer to another Bank	€ 100	/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 in the various markets.

<sup>25</sup> i.e. when pre-registration of securities in the customer's name is required on the market.

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## Securities transactions

### Sales/purchase of stock market shares<sup>26</sup>

	Standard pricing		Personal Banking
Shares < 50,000 EUR or exchange value in foreign currency	% 1.25	min. 75 €	% 1.25 min. 75 €
Shares > 50,000 EUR or exchange value in foreign currency	% 0.80		% 0.80
Sale/purchase of shares via My ING (8 Stock markets: Brussels, Paris, Amsterdam, Nasdaq, Amex, NYSE, London, Frankfurt)	% 0.45	min. 30 € <sup>27</sup>	
New share issues	% 0.50	min. 25 €	

### Sale/purchase of bonds and precious metals<sup>28</sup>

	Standard pricing	Personal Banking
< 25,000 €	% 1 min. 50 €	% 1 min. 50 €
> 25,000 € < 75,000 €	% 0.75	% 0.75
> 75,000 €	% 0.50	% 0.50

### Funds subscription/repurchase<sup>29</sup>

	Standard pricing	Personal Banking
Third-Party Equity Funds	purchase 3 % min. 50 € sale 50 €	purchase 2.50 % min. 50 € sale 50 €
Third-Party Bond Funds	purchase 2 % min. 50 € sale 50 €	purchase 1.75 % min. 50 € sale 50 €
Third-Party Money Market Funds	purchase 0.50 % min. 50 €	purchase 0.40 % min. 50 €
Third-Party Alternative Funds	purchase 3 % min. 50 € sale 50 €	purchase 3 % min. 50 € sale 50 €
House Funds (via My ING included)	% 0	% 0

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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.

## 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.

<sup>26</sup> Plus any local taxes payable.

<sup>27</sup> For purchases on the UK stock market, please add 0.50% stamp duty to the gross volume.

<sup>28</sup> Or exchange value in foreign currency.

<sup>29</sup> Plus fees charged by the fund promoter.

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## Coupon payment & redemption of securities

### Securities for 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

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### Possible additional charges

Exchange commission

Charge per security in the event of a conversion from the currency of the coupon to another currency either for immediate withdrawal or for account credit. In such a case, add 2 BWD to the value date. Consult the exchange commission figure indicated in the foreign transfers section in the tariffs for payments.

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## Credit, Rental deposit, Safety deposit boxes and Certificates

### Credits

Account service charge	€	24	/year/account/address
Fee for setting up a moratorium	€	250	
Mortgage discharge costs	€	250	

### Personal loan

Reminder charges	1 <sup>st</sup> reminder	free
	2 <sup>nd</sup> reminder	€ 10
	Additional reminder	€ 25

### Rental Deposit

Set up fee	%	0.10	of the guaranteed amount	min. € 100
Account service charge	%	0.25	/quarter	min. € 20
Management charges for young people under the age of 26		free		

### Safety deposit boxes (excl. VAT)<sup>30</sup>

Volume	Annual rent in EUR	
7 to 20 dm <sup>3</sup>	€	200
21 to 200 dm <sup>3</sup>	€	400
Key holding fee	€	60 /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.

<sup>30</sup> Pricing applicable to existing safety deposit boxes. There are no more new safety deposit boxes openings.

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**Certificates (VAT excluded)**

Housing subsidy	€	0	/certificate
Term accounts <sup>31</sup>	€	25	/client number /year covered
Duplicate documents	€	50	/duplicate
Movements on compte Vert	€	50	/certificate
Movements on accounts and maintenance	€	25	/movement, /year covered
Good standing	€	125	/certificate
Dividend and share interest statements	€	25	/client number /year covered
Securities portfolio statements	€	25	/certificate
Balance and/or account interest	€	25	/client number /year covered
Minimum/maximum balance	€	25	/certificate
Summary statement of assets and income <sup>32</sup>	€	75	/client number /year covered
Special request, searches	€	75	/hour
Certification of basic balance	€	100	/certificate
For credit accounts			+ additional 25 €
For securities accounts			+ additional 25 €
For documentary credits			+ additional 25 €
Certification of balance not at month's end	€	125	/certificate
Tax settlement certificate	€	500	/normal request
	€	1 000	/complex request
Certification of account holder	€	25	/certificate
Early repayment calculation certificate	€	25	/certificate

<sup>31</sup> Certificates included in "Summary statement of assets and incomes".

<sup>32</sup> Including ecofin & relibi (Luxembourg final withholding tax).

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## Other information

### Cut-off times

#### Incoming funds

Credit value date is the date on which the funds are available within ING<sup>33</sup>

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: 8:00

#### Outgoing funds

Electronic transfer	Currencies	COT-(CET)	Book date	Settlement date
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
	DKK, NOK, SEK,	13:30	D	D+1
Same day*	USD, GBP	15:00	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.

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 cut-off 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.

<sup>33</sup> During the Bank's opening times.

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**Miscellaneous**

Service charge for non-ING customers for purchase/sale of currency in notes	€	7.50	
Search charge (excl. VAT)	€	75	/hour of search
	€	0.25	/photocopy
Reissue of Digipass/LuxTrust	€	20	
Fee for account seizure	€	250	
Fee in relation to an inheritance file	€	250	(excl. VAT)
Wealth analysis and planning services	€	300	/hour (excl. VAT)
Change of account holder	€	25	/customer no.
Reissue of Portfolio management report	€	25	(excl. VAT)
Bailiff or legal fees incurred by the bank as part of follow-up the banking relationship with the customer			re invoicing the customer at cost
Processing of mail returns	€	25	+ VAT
Mail held by ING – incorrect mailing address <sup>34</sup>	€	175	per year + VAT
Fee in the event of a debit balance compensation	€	5	

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

Control and management of inactive accounts	€	60	Per quarter / per client number
Research Fee	€	75	per hour + VAT*
External research Fee			re invoicing the customer at cost*
Liquidation of assets or conversion of currencies			cf standard pricing
Charge for the forcing of a safety deposit box			external fee will be re invoiced at cost (within a max of EUR 500 according to law)

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

<sup>34</sup> Exclusively reserved for inactive accounts, incorrect mailing address and assimilated.

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## Cash Conversion

Exchange rates used for cash conversions other than payment cards.

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:

For foreign currency transactions, the rate applied will be the Visa International rate (available in branches or at [www.ing.lu](http://www.ing.lu)) + a 2% margin.

Moreover, for any transaction with a merchant located in a country outside the Europe<sup>35</sup> zone as defined by Visa, an additional 0.50% margin shall be added.

Debit card conversion rates:

The rate applicable in the case of foreign currency transactions will be the Visa International rate (available in branches and at [www.ing.lu](http://www.ing.lu)) + 1% margin.

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<sup>35</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.



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## Glossary

This glossary uses the list of standardised terms of the most representative services related to a payment account, within the meaning of the Payment Accounts Act of 13 June 2017 and implementing EU Directive 2014/92 of 23 July 2014 on the comparability of costs linked to payment accounts, to the change in payment account and access to a payment account with basic services. In accordance with Article 7 of said Act, ING Luxembourg SA also uses trade names to designate some of these services, and thus invites consumers to refer to this glossary, also available in the General Terms and Conditions of the Bank, to identify the corresponding terms.

**Online banking:** The account provider makes online access to the account available to the customer.

**Arranged overdrafts:** The account provider and the customer agree in advance that the customer may borrow money when there is no more money in the account. The contract defines the maximum amount that may be borrowed and specifies if the customer will be charged expenses and interest.

This service specifically includes:

- Debit interest rate on EUR current accounts with line of credit
- Debit interest rate on EUR current accounts with line of credit, exceeding the limits of the credit line
- Debit interest rate on current accounts without line of credit (depending on the currency of the account)
- Debit interest rate with credit card

**Direct debit:** The customer authorises a third party (the beneficiary) to instruct the account provider to transfer a sum of money from the customer's account to that of the beneficiary. The account provider then transfers the proposed amount to the beneficiary on the date or dates agreed between the customer and the beneficiary. The amount concerned may vary.

This service specifically includes:

- SEPA direct debit
- Request for reimbursement after collection in the event of an invalid mandate (error originating on the side of the debtor)
- Request for a copy of the mandate at the bank

**Account statement:** The account provider makes an account statement available to the customer.

This service specifically includes:

- Online statement
- Statement sent by post

**Providing a credit card:** The account provider provides a payment card relating to the customer's payment account. The total amount corresponding to the transactions conducted using this card over an agreed period is wholly or partially withdrawn from the customer's payment account on an agreed date. A credit agreement between the account provider and the customer determines if the customer will be charged for interest on the amount borrowed.

This service specifically includes:

- Fee for Visa Classic
- Fee for Visa CyberCard
- Fee for Visa Gold
- Fee for Visa Platinum
- Charge in the case of failure to pay balance on Visa card (1st reminder)
- Charge in the case of failure to pay balance on Visa card (Additional reminder)

**Providing a debit card:** The account provider provides a payment card relating to the customer's account. The amount of each transaction conducted using this card is withdrawn wholly and directly from the customer's account.

This service specifically includes:

- Monthly debit card fee
- Card payment in EUR
- Card payment not in EUR

**Standing order:** Upon the customer's instruction, the account provider conducts regular transfers of a fixed amount from the customer's account to another account;

**Cash withdrawal:** The customer withdraws cash from his/her account.

This service specifically includes:

- Debit card withdrawal from ING Luxembourg ATM
- Debit card withdrawal from other ATMs in EUR (per withdrawal)
- Debit card withdrawal from other ATMs not in EUR (per withdrawal)
- VISA withdrawal from ING Luxembourg ATM
- VISA withdrawal from other ATMs in EUR (per withdrawal)
- Withdrawal in branch (per withdrawal)
- Charge for non-withdrawal of reserved funds

**Maintaining the account:** The account provider manages the account used by the customer.

This service specifically includes:

- Opening an account
- Account charges
- Management charges
- Charges for non-EU residents
- Charges for non-compliance with account opening conditions (Orange Account)

**Credit transfer:** Upon the customer's instruction, the account provider transfers an amount of money from the customer's account to another account.

This service specifically includes:

- Outgoing Electronic Transfer to ING Luxembourg in EUR
- Outgoing Electronic Transfer to ING Luxembourg not in EUR
- Outgoing Electronic SEPA Transfer
- Outgoing Electronic Transfer other than SEPA
- Outgoing Paper Transfer to ING Luxembourg in EUR
- Outgoing Paper Transfer to ING Luxembourg not in EUR
- Outgoing Paper SEPA Transfer < 50,000
- Outgoing Paper SEPA Transfer >= 50,000
- Outgoing Paper Transfer other than SEPA
- Exchange rate fees
- Incoming SEPA Transfer
- Incoming Transfer other than SEPA
- Exchange rate fees

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## Definitions

### **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 (BWD):**

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 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.

### **European Payment – SEPA:**

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 EU Member States (Austria, Belgium, Bulgaria, Croatia, Cyprus, the Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, the Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden) or in Iceland, Liechtenstein, Monaco, Norway, the United Kingdom, San Marino, Switzerland, Andorra or Vatican City.
- including an IBAN code (International Bank Account Number);
- with shared costs (also referred to as SHA, standing for 'shared').

### **Payment other than SEPA:**

Any payment which does not meet the SEPA criteria.

### **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.

### **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.

### **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 CELLULLL.

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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.

The Retail Banking and Wholesale Banking clients have their own 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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## 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  
L-2991 Luxembourg

Fax : (+352) 26 25 1 – 2601

Email: [reclamation@cssf.lu](mailto:reclamation@cssf.lu)

For more information, please visit the website of the CSSF:  
<https://reclamations.apps.cssf.lu/index.html?language=en>

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Trade and Companies Register  
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VAT LU 11082217  
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