

Tariff brochure for Retail Banking Individuals

ING Luxembourg S.A.

Effective as of 1 July 2023

This Tariff brochure for transaction services offered to Retail 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.

Our costs at a glance for Individuals

This is our tariffs' summary. In order to have more detailed information, please consult following pages (from page 4).

Accounts

Current Accounts

Fee for Retail Banking clients - Individuals

Opening an account ¹	€	0	
Account Management charges ²	€	0	
Account maintenance charges	€	20	/year/account/ mailing address
	€	0	for ING Orange Account*, Young Adults Current Account ³ and Teen Account

* Fee in the event of non-compliance with the conditions for benefiting from a free ING Orange Account : 15€/calendar quarter (not applicable for customers ages 18-25). To learn about our conditions, please refer to the detailed tariff (page 4).

Savings Accounts

Account charge

Compte Vert	€	8	/year/account
Junior Savings (0-17ans)	€	0	/year/account
Compte Vert Young Adults ³ /Teen Savings	€	0	/year/account
ING Orange Savings	€	0	/year/account

Cards

Debit Cards

	Current Account	ING Orange Account	Young Adults Current Account ³	Teen Account
Annual Fee	€ 20	€ 0	€ 0	€ 0

Debit Interest rate⁴

	Current Account	ING Orange Account	Young Adults Current Account ³	Teen Account
Within the limits of the credit line	% 9	% 9	% 9	-
Exceeding the limits of the credit line	% 12	% 12	% 12	-

Credit Cards – Visa

		Young Adults ³
Annual Fee		
Visa Classic	€ 20	€ 0
Visa CyberCard	€ 13*	€ 0**
Visa Gold (previous Visa Classic & Assistance)	€ 70	€ 40
Visa Platinum (previous Visa Gold with N° starting with 4966-11)	€ 130	€ 80
Visa Business	€ 40	N/A
Visa Business & Assistance	€ 90	N/A

*free for ING Orange Account holders

**also available for ages 12-17

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

² 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)

³ For clients aged 18-25.

⁴ The standard credit line for new clients opening an ING Orange Account is EUR 0.

Using our products

Pay with cards

With your ING Debit Card on a Current Account in EUR

Point of sale payments in EUR	€	0
Non EUR point of sale payments	€	0.75 ⁵

Withdrawal at ATMs

With your ING Debit Card

At ING Luxembourg ATMs	€	0
At other ATMs in EUR	€	1.50 ⁵
At other ATMs not in EUR	€	4.50 ⁵

With your ING Credit Card⁶

At ING Luxembourg ATMs	€	0
All other withdrawals from ATMs	€	3.50 + 2.50 % of the amount drawn

Transfers – Outgoing :

Without foreign exchange transaction⁷

	Electronic Transfers		Paper Transfers ⁸	
To ING Luxembourg				
In EUR	€	0	€	0
Not in EUR	%	0.15 from the amount with min. 5 € - max. 120 €	%	0.20 from the amount with min. 10 € - max. 200 €
SEPA				
< 50,000 EUR	€	0	€	5
≥ 50,000 EUR	€	0	€	10
Other than SEPA	%	0.15 from the amount with min. 5 € - max. 120 €	%	0.20 from the amount with min. 10 € - max. 200 €

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

Transfers – Incoming:

Without foreign exchange transaction⁷

SEPA	€	0
Instant ⁹	€	0
Other than SEPA	%	0.15 from the amount with min. 5 € - max. 36 €

Online Banking

Online banking service via My ING (out of any Internet provider charges) € 0

⁵ Free for clients aged 12-25.

⁶ For Visa accounts with a credit balance.

⁷ For foreign exchange transactions, please add the exchange rate charge mentioned on page 9.

⁸ Customers aged 75 and over benefit from free paper fees (from 01/08/2023)

⁹ Instant payments are limited to 100 000 EUR and only possible for SEPA transfers (in EUR and from an account in the SEPA zone)



Current Accounts

An overview of the different elements of our Current Accounts

Fee for Retail Banking clients - Individuals

Opening an account ¹⁰	€	0	
Account Management charges ¹¹	€	0	
Account maintenance charges	€	20	/year/account/mailling address
	€	0	for ING Orange Account*, Young Adults Current Account ¹² and Teen Account

* Fee in the event of non-compliance with the conditions for benefiting from a free ING Orange Account: EUR 15/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.

Supplements for Current Accounts

Account pseudonym :	€	150	/year/client number
	€	0	for ING Orange Account, Young Adults current Accounts and Teen Account
Mail holding :	€	175	(excl. VAT) - included for Young Adults Current Accounts and Teen Account, N/A for ING Orange 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)¹³

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](https://www.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.

¹⁰ Applicable only for major currencies. ING Orange Account and Young Adults Current Account exist only in EUR.

¹¹ 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).

¹² For clients aged 18-25.

¹³ The ING Orange Account and the Young Adults Current Account exist only in EUR.

Cards

The different costs linked to our credit and debit cards. Visit our website www.ing.lu to get more information about the services linked to the different products.

Debit cards

	Current Account	ING Orange Account	Young Adults ¹⁴ Current Account	Teen Account
Annual Fee	€ 20	€ 0	€ 0	€ 0
Debit Interest rate ¹⁵				
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 ¹⁴
Annual Fee		
Visa Classic	€ 20	€ 0
Visa CyberCard	€ 13*	€ 0**
Visa Gold (previous Visa Classic & Assistance)	€ 70	€ 40
Visa Platinum (previous Visa Gold with N° starting with 4966-11)	€ 130	€ 80
Visa Business	€ 40	N/A
Visa Business & Assistance	€ 90	N/A

* free for ING Orange Account holders

** also available for ages 12-17

Debit Interest rate	% 16.80	/year	on the balance mentioned on the statement of the 20th 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	€ 0		via MY ING
	€ postage fee + 1 ¹⁶		mailing

¹⁴ For clients aged 18-25.

¹⁵ The standard credit line for new clients opening an ING Orange Account is € 0.

¹⁶ For clients < 26 years : free monthly account otherwise postage fee + 1€

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 ¹⁷	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 ¹⁸	€ 1,250	by default From 0 € to 5,000 € upon client request ¹⁹		
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		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 ²⁰			
At other ATMs not in EUR	€ 4.50 ²⁰			
With your ING Credit Card ²¹				
At ING Luxembourg ATMs	€ 0			
All other withdrawals from ATMs	€ 3.50		+ 2.50 % of the amount drawn	

¹⁷ For clients aged 18-25.

¹⁸ Per card and per period of 5 consecutive days.

¹⁹ Limits can be adapted by contacting your adviser.

²⁰ Free for clients aged 12-25.

²¹ For Visa accounts with a credit balance.

Withdrawal limits

Debit Card ATM²²	€ 2 000	by default From 0 € to 10,000 € upon client request ²³ A weekly limit is set for the Teen Account by the legal representative(s).
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Credit Card ATM²⁴

Visa Classic	€ 2 500
Visa Classic & Assistance	€ 2 500
Visa Business	€ 2 500
Visa Business & Assistance	€ 2 500
Visa Gold	€ 2 500

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

Withdrawal fee	€	0
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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

²² Per card and per period of 5 consecutive days.

²³ Limits can be adapted by contacting your adviser or on My ING.

²⁴ Limits can be adapted by contacting your adviser.

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 transaction²⁵

	Electronic Transfers		Paper Transfers ²⁶	
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.

Transfers – Incoming:

Without foreign exchange transaction²³

SEPA	€	0	
Instant ²⁷	€	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	

²⁵ For foreign exchange transactions, please add the exchange rate charge mentioned on page 9.

²⁶ Customers aged 75 and over benefit from free paper fees (from 01/08/2023)

²⁷ Instant payments are limited to 100 000 EUR and only possible for SEPA transfers (in EUR and from an account in the SEPA zone)

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 ²⁸	€	100

²⁸ 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.

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 ²⁹ / Teen Savings	ING Orange Savings
Account charge ³⁰	€ 8	€ 0	€ 0	€ 0

Statements

Via My ING	€ 0	€ 0 ³¹	€ 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 ²⁹ / Teen Savings	ING Orange Savings
Incoming in EUR	D + 5 BWD ³²	D + 1 BWD	D + 5 BWD	D + 5 BWD
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 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.

²⁹ For clients aged 18-25.

³⁰ Per year, per account.

³¹ For clients under the age of 12, only postal statements are available.

³² BWD = Bank Working Days.

Custody account, physical delivery, security transfers

Custody account charges (excl.VAT) for the Retail Banking clients

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 ³³	€ 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.

³³ i.e. when pre-registration of securities in the customer's name is required on the market.

Securities transactions

Shares³⁴

Sales/purchase of stock market shares

	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 € ³⁵
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New share issues	% 0.50	min. 25 €
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Options³⁶

Sale/purchase of share/index options	€ 12	/contrat	min. 75 € per transaction
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Bonds and precious metals

Sale/purchase of bonds and precious metals³⁷

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

Funds³⁸

Fund subscription/repurchase (via My ING included)

	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	% 0	% 0

³⁴ Plus any local taxes payable.

³⁵ For purchases on the UK stock market, please add 0.50% stamp duty to the gross volume.

³⁶ Plus any local taxes payable.

³⁷ Or exchange value in foreign currency.

³⁸ Plus fees charged by the fund 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 www.ing.lu/tariffs, a document showing simulations of purchases and sales of financial instruments.

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)

	Immediate withdrawal	Credit to current account ³⁹	Securities in custody
Encashment ⁴⁰	not permitted	free	free
Value date	N/A	presentation date	maturity date

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

Coupons payable in Luxembourg

	Immediate withdrawal	Credit to current account ³⁹	Securities in custody
Encashment ⁴⁰	not permitted	% 0.50 min. 8 € max. 40 € /line	free
Value date	N/A	presentation date + 10 BWD	maturity date + 3 BWD

Securities payable in Luxembourg

	Immediate withdrawal	Credit to current account ³⁹	Securities in custody
Encashment ⁴⁰	not permitted	% 0.50 min. 10 € max. 75 € /line	free
Value date	N/A	presentation date + 10 BWD	maturity date + 3 BWD

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

Coupons payable abroad

	Immediate withdrawal	Credit to current account ³⁹	Securities in custody
Encashment ⁴⁰	not permitted	% 2.50 min. 8 € /line	% 1.25 min. 4 € /line 0.50 % as from 12,400 €
Value date	N/A	presentation date + 10 BWD	maturity date + 3 BWD

Securities payable abroad

	Immediate withdrawal	Credit to current account ³⁹	Securities in custody
Encashment ⁴⁰	not permitted	% 0.50 min. 10 € max. 75 €	% 0.25 min. 5 € max. 75 € /line
Value date	N/A	presentation date + 10 BWD	maturity date + 3 BWD

³⁹ If credited to a Compte Vert: Presentation date + 10 Bank Working Days (BWD).

⁴⁰ One-off crediting of an account opened with the Bank.

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.
Foreign currency withdrawal charge	Charge for cash withdrawal in a currency other than the euro: 0.50 %; min. 5 € - max. 125 €.
Scheduled payment	Charge for redemption of unmatured securities and coupons: 7€ per share and per calendar month or part thereof.
Unverified coupon remittance charge	Charge for redemption of a large number of coupons which cannot be processed directly at the counter (more than 500 coupons or more than 15 different securities) and which must be checked: 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">• 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.

Credit, Rental deposit, Safety deposit boxes and Certificates

Credits

Account service charge	€	8	/year/account/address
Fee for setting up a moratorium	€	250	
Mortgage discharge costs	€	250	

Rental Deposit

Account service charge	%	0.25	/quarter	min. 20 €
Management charges for young people under the age of 26		free		

Safety deposit boxes (excl. VAT)

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

Certificates

Housing subsidy	€	25	/certificate
Term accounts ⁴¹	€	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 balance	€	25	/certificate
Summary statement of assets and income ⁴²	€	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

⁴¹ Certificates included in "Summary statement of assets and incomes".

⁴² Including ecofin & relibi (Luxembourg final withholding tax).

Other information

Cut-off times

Incoming funds

Credit value date is the date on which the funds are available within ING ⁴³

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

Night safe cut-off times: 8:00

Outgoing funds

Electronic transfer SEPA Credit Transfer	Currencies	COT-(CET)	Book date	Settlement date
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	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

⁴³ 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.				
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	€	175	per year + VAT	
Inactive accounts and safety deposit boxes (law of March 30, 2022)				
Research Fee	€	75	per hour + VAT*	
External research Fee				re invoicing 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 standard pricing
Charge for the opening of a safety deposit box				external fee will be re invoiced at cost (within a max of EUR 500 according to law)

Cash Conversion

Exchange rates used for cash conversions other than payment cards.

Internal ING rate available at www.ing.lu or in branches.

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) + a 2% margin.

Moreover, for any transaction with a merchant located in a country outside the Europe⁴⁴ 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) + 1% margin.

⁴⁴ 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.

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:

- Annual fee for Visa Classic
- Annual fee for Visa CyberCard
- Annual fee for Visa Classic & Assistance
- Annual fee for Visa Gold
- 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:

- Annual debit card fee - V PAY
- Urgent Card Order for V PAY debit card
- V PAY Card payment in EUR
- V PAY 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

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 CELLULL.

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.

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/index.html?language=en>

ING Luxembourg S.A.
26, Place de la Gare
L-2965 Luxembourg
Trade and Companies Register
Luxembourg B.6041
VAT LU 11082217
www.ing.lu

