

# INFORMATION SHEET

## Global Fee Report (GFRE)

Version n. 1/2024

### INFORMATION ON THE BANK

ING Bank N.V., Milan Branch

Registered and administrative offices: Milan, Viale Fulvio Testi, 250

Client's office: Milan, Via Santa Margherita, 16

For calls from Italy: 02 55226 1

For calls from abroad: +39 02 55226 1

Internet site: [www.ing.com](http://www.ing.com)

Enrolled in the Register of Banks under no. 5529

A.B.I. Code 3475.1

Company Register and Tax Code 11241140158

VAT no. 11241140158

Member of the Interbank Deposit Protection Fund Dutch statutory Deposit Guarantee Scheme, executed by De Nederlandsche Bank N.V. (Dutch Central Bank) (DNB)

### What is Global Fee Report (GFRE)?

The Global Fee Report (GFRE) gives a consolidated overview of all the costs incurred on cash management products on accounts held with ING Offices across the ING international network. The account holder determines which accounts it wants to have included in the report. GFRE is offered by ING only to its wholesale banking clients.

### The main risks

The main risks are:

- unfavourable changes in the financial conditions. However, this risk is limited by the corresponding right of the client, in the case of unfavourable changes, to withdraw from the agreement without cost and without penalty prior to the proposed date of the amendments;
- the temporary unavailability of the service for maintenance and updating activities

### Economic Conditions

#### Global Fee Report (GFRE)

Fee Reporting PDF & XLS Report	€	50,00 per month
Fee Reporting (Camt.086)	€	275,00 per month

### Termination and Complaints

#### Termination

The agreement will be entered into for an indefinite period of time.

The Client may at any time terminate the agreement in writing with a one (1) month notice period. The notice period will be calculated from the first (1st) day of the calendar month following receipt of such notice of termination.

ING may at any time terminate the agreement in writing with a two (2) months' notice period.



In case an agreement has been concluded between one or several ING Offices and one or several Clients and such agreement has been terminated between an ING Office and a Client, the Agreement remains valid with respect to the other ING Offices and Clients.

### Complaints

Client wishing to make a complaint against ING Bank must follow the procedure that can be found at <https://www.ing.it/collegamenti-utili/reclami.html>.

If the Client is not satisfied with the outcome of the complaint procedure or has not received a reply within:

- 15 working days for complaints related to the provisions of Payment Services (in particular circumstances ING Bank may extend such term up to 35 working days);
- 60 calendar days, for complaints related to the provisions of other Services;

it may file a claim with the Italian Banking and Financial Arbitrator (Arbitro Bancario Finanziario - ABF), in accordance with the rules available at [www.arbitrobancariofinanziario.it](http://www.arbitrobancariofinanziario.it). The procedure with the ABF shall exempt the Client from the mandatory mediation procedures indicated in below.

For the purposes of resolving out of court disputes relating to the Services, and meeting the requirement of preliminary mediation set forth in Legislative Decree No. 28/2010, the Client and ING Bank may resort to the “Conciliatore Bancario Finanziario”, in accordance with the rules available at [www.Conciliatorebancario.it](http://www.Conciliatorebancario.it), or to another ADR scheme enrolled in the registry held by the Ministry of Justice and specialising in disputes related to banking and financial services

## Definitions

<b>ING Offices</b>	The relevant office(s) of ING Bank N.V. and/or any of its direct and indirect (local or foreign) subsidiaries and/or any of its or their affiliates, branches and offices providing cash management services
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