

# Tariff Brochure for Transaction Services

ING Bank N.V. - Sucursal em Portugal

Effective as of 1 January 2025

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ING is one of the largest providers of financial products in Europe. ING offers Clients financial products in payment services, loans, mortgages and investments. In addition, ING acts as an intermediary in insurances and pensions.

This Tariff Brochure for Transaction Services is effective as of 1 January 2025 and applicable to the transaction services offered by ING Bank N.V. - Sucursal em Portugal (referred to as "ING Bank"). Rates offered in this brochure are subject to change. All fees shown in this brochure are exempt from VAT unless expressly stated otherwise. Exchange rates can be found via your local ING Office.

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# Tariffs

## Accounts

<b>Current account</b>	(in local or foreign currency)	
Opening	€ 150.00	per account
	€ 100.00	per account
		surcharge for special accounts such as pledged, blocked, under incorporation, etc
Current Account Amendment <sup>1</sup>	€ 100.00	per occurrence, change of setup
Maintenance <sup>2</sup>	€ 100.00	per month, per account
Non-resident Maintenance	€ 100.00	per month, per account
Account Maintenance Low Volume/High complexity Client <sup>3</sup>	€ 250.00	per month, per account
Closing	€ 0.00	per account
<b>Interest conditions<sup>4</sup></b>		
Credit interest	% 1m EURIBOR minus 0.20%	with a maximum of 0.00%
Debit interest (unauthorised overdraft) <sup>5</sup>	% 1m EURIBOR plus 10.00%	with a minimum of 10.00%

## Global Channels

### InsideBusiness Payments

Subscription	€ 8.50	per month, per module
User subscription	€ 8.00	per user, per month

### InsideBusiness Connect (File Transfer, EBICS, Swift)

Set-up	€ 5000.00	one off, per structure
Subscription	€ 280.00	per month, per structure
Add customer to current contract of a Service Bureau	€ 350.00	per occurrence

## Account, Balance and Transaction Reporting

### Electronic reporting

End of day	€ 20.00	per month, per account, per format MT940, CAMT .053, CAMT .054
End of day to third bank	€ 50.00	per month, per account, per format MT940

<sup>1</sup> It refers to accounts and account service modification.

<sup>2</sup> Fee is subject to an additional 4.00% stamp duty.

<sup>3</sup> The 'Maintenance Fee for Low Volume/ High Complexity Clients' concerns clients which are considered by ING as either having low transaction volumes or as being a "high complexity client" (e.g. due to their company structure or other). The application of the 'Maintenance Fee for Low Volume/ High Complexity Clients' will be agreed to in a separate Pricing Agreement between each relevant client and ING and shall replace the standard maintenance fee or the non-resident maintenance fee (as the case may be) previously applicable to each such client.

<sup>4</sup> If market circumstances require, the credit interest rate can be negative, as a result of which client will have to pay interest to the Bank over a credit balance. Credit interest rates vary per currency and can be found via <https://www.ingwb.com/en/service/payments-and-collections/interest-rates-on-current-accounts>  
As ING is exposed to extra costs in case there are extra balances placed at year-end, ING reserves the rights to charge a flat fee of 15bps over the extra balances (see above mentioned link)

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 16 of the general part of the Wholesale Banking Conditions.

<sup>5</sup> If, for any reason, any of the clients' Accounts kept with ING shows a negative (debit) balance or, in the event of an overdraft arrangement between ING and the client, the debit balance of the relevant Account exceeds the permitted limit approved for the client, default interest shall be accrued on the amount of such debit balance or of such excess, as the case may be. Unless agreed otherwise, the interest applied to the account is set in accordance with Wholesale Banking Conditions

End of day from third bank	€	60.00	per month, per account, per format MT940	
Intraday	€	25.00	per month, per account, per format MT942, CAMT .052	
Intraday to third bank	€	50.00	per month, per account, per format MT942. MT940 required	
<b>Intraday from third bank</b>	€	60.00	per month, per account, per format MT942. MT940 required	
<b>Paper account statements</b>				
Paper statement	€	2.00	per statement	
Paper statement replacement	€	10.00	per statement	
<b>Credit transfers<sup>6,7</sup></b>				
<b>Real Time credit transfer</b>				
Euro Real Time <sup>8</sup>	€	6.00	per transaction	Code word 'TREA' required
Incoming Euro Credit Transfer Real Tme	€	2.00	per transaction	
<b>SEPA credit transfer</b>				
Same day	€	3.00	per transaction	
Intra-company	€	3.00	per transaction	Code word 'INTC' required
ING In-house	€	3.00	per transaction	
Salary in batch	€	3.00	per item	
Batch	€	2.00	per batch	
Batch salary	€	2.00	per batch	Code word 'SALA' required
Incoming	€	0.20	per transaction	
<b>SEPA Instant credit transfer</b>				
Outgoing	€	3.00	per transaction	
Incoming	€	0.20	per transaction	
<b>International credit transfer</b>				
Standard	€	30.00	per transaction	Amounts in EUR
ING In-house <sup>9</sup>	€	15.00	per transaction	
Incoming	€	15.00	per transaction	
Incoming ING In-house <sup>7</sup>	€	15.00	per transaction	
<b>Additional services and fees</b>				
Cost option OUR <sup>10</sup>	€	-	per transaction	Additional fee
Return	€	25.00	per occurrence	Cancellation by third parties
Revocation	€	20.00	per occurrence	Cancellation by client before settlement date
Reject	€	0.00	per occurrence	Cancellation by ING
Recall	€	25.00	per occurrence	Cancellation by client after settlement date
Manual repair <sup>11</sup>	€	20.00	per occurrence	Additional fee in case of Bank intervention to execute non-straight-through processing payment orders that may be rejected as 'non-executable' however, the Bank does reserve the right, in individual cases, to repair

<sup>6</sup> Fees are subject to an additional 4.00% stamp duty.

<sup>7</sup> All payments within the European Economic Area (EEA), regardless of their currency, will be processed with payment option SHA (Shared Cost). This means that both payers and payees will pay their own costs

<sup>8</sup> Eur Real Time Payments (incoming and outgoing) are identified as EUR payments that settle via a Real-Time Gross Settlement system (Target2) with charges set to "SHA" or "SHAR". Payments settled in such a way with "BEN"/"CRED" or "OUR"/"DEBT" are considered as International Credit Transfers.

<sup>9</sup> A list of participating countries can be supplied upon request. This service has to be agreed with the bank

<sup>10</sup> This fee applies only for payments outside the European Economic Area (EEA). "OUR" international payments are charged the standard fee plus fees levied by correspondent banks.

<sup>11</sup> Orders containing errors may be rejected as 'non-executable'. However, we do reserve the right, in individual cases, to make repair to payment orders

Manual repair	€	20.00	per occurrence	
Standing orders set-up	€	100.00	per occurrence	
Standing orders amendment	€	20.00	per occurrence	

### Other Services<sup>12</sup>

Audit letter	€	150.00	per item	
Bank reference	€	90.00	per item	
Inquiry and investigations <sup>13</sup>	€	60.00	per occurrence	Plus possible third Bank charges
Overdrawn balance transactions	€	25.00	per transaction	Additional fee. Applicable in case a Client initiates a transaction which leads to an unauthorized overdraft
Proof of payment	€	50.00	per item	
MT101 set-up	€	100.00		Remote Initiation Services. Subject to separate agreement
MT101 to third bank	€	100.00	per month	
MT101 from third bank	€	0.00	per month	Plus transaction fee per individual item

### Direct Debit

#### SEPA Direct Debit (as creditor)

<b>Set-Up</b>	€	100.00	one-off	Per creditor Implementation
<b>Contract Maintenance</b>	€	100.00	per occurrence creditor	Modifications or annual review
Batch	€	2.00	per transaction	
Transaction	€	6.00	per transaction	
<b>Unpays</b>	€	7.00	per transaction	In case of rejects, refusals or returns
Request for cancellation	€	20.00	per occurrence	In case of revocations or reversals
Refund authorised collection	€	3.00	per transaction	
Refund unauthorised collection	€	60.00	per transaction	

#### SEPA Direct Debit (as debtor)

Transaction	€	1.00	per transaction	
Mandate set up	€	5.00	per occurrence	Also, in case of amendment and/or cancellation
Mandate block settings	€	5.00	per occurrence	
Mandate copy	€	30.00	per occurrence	
Unpaid because of insufficient funds	€	0.00	per transaction	On debtor side
Unjustified request for refund	€	60.00	per occurrence	

<sup>12</sup> Fees are subject to an additional 4.00% stamp duty.

<sup>13</sup> Any information which the bank is not legally obliged to provide, or which has already been provided to the client.

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## Cash Management<sup>14</sup>

### Domestic Cash Management

ING Bank provides Domestic Cash Management to its clients. The fees and commissions are subject to separate agreement.

### International Cash Management

ING Bank provides International Cash Management to its clients. The fees and commissions are subject to separate agreement.

### MultiBank Funding and Sweeping

ING Bank provides MultiBank Funding and Sweeping to its clients. The fees and commissions are subject to separate agreement.

### Virtual Cash Management

ING Bank provides Virtual Cash Management to its clients. The fees and commissions are subject to separate agreement.

### Intercompany Loan Administration

ING Bank provides Intercompany Loan Administration to its clients. The fees and commissions are subject to separate agreement.

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## Cheques

### Cheque disbursement

Domestic cheque	€	50.00 per transaction	Bank cheques
	€	5.00 per transaction	Commercial cheques

### Cheque collection

Incoming domestic cheque	€	50.00 per transaction	
Incoming international cheque	€	75.00 per transaction	Only cheques in Euros. Company cheques Plus postal fee and third bank charges

### Additional services and fees

Cheque book	€	50.00 per 25 items	For Company cheques
Stop cheque	€	25.00 per occurrence	
Unpaid cheque	€	50.00 per occurrence	
Certification of cheque	€	25.00 per occurrence	

<sup>14</sup> The services described in this section must be separately agreed with ING Bank. Fees are subject to stamp duty. These services require among others the arrangement of credit facilities with the customer. For this reason, the terms and conditions described in this section are only informative in nature. They do not represent an offer or a commitment by ING Bank to provide such credit facilities.

## Conditions

### Business Days

Information regarding TARGET closing days can be found on: <https://www.ecb.europa.eu/ecb/contacts/working-hours/html/index.en.html>

### Foreign Exchange

The Bank executes payment transactions where a currency conversion is required in the following way:

- Transactions up to € 100K: using independent market standard reference rates published by Refinitiv (formerly known as Thomson Reuters) every day at 07:00, 11:00, 14:00 and 17:00 hrs CET. Payments are processed immediately applying the rates of the last previously published Refinitiv rate update plus a service spread.
- Transactions over € 100K: 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 11 FX market liquidity providers (6 leading banks, 3 Electronic Communication Networks and 2 interbank brokers). The resulting base rate is updated every 2 seconds in our FX platform.

Details of exchange rate used for specific payment transactions are available on account statements/reporting

### Debit and Credit interest rates

Debit balances shall accrue interest on behalf of the Bank. Credit balances shall accrue interest on behalf of the Account Holder if expressly stated otherwise. Debit/Credit interest shall accrue daily and will be calculated on the basis of a 360/365 days' year, respectively. Debit/Credit interest shall be settled monthly the first calendar day of each month on the basis of the number of days each given debit/credit balance has stayed in the account (“Hamburg Method”). Interest Base Rate will be the monthly average of the interest rate reference, as for Euribor 1month in Euro, based on the daily rates of the liquidation period.

### Repair

The ING Office reserves the right to, in individual cases, make automatic or manual repairs to Payment Orders. Such repairs are chargeable according to this Tariff brochure.

### Payment Orders

- a. Transfers are considered as ordered electronically; manual instructions are considered an exception and a fall back of the electronic communication. File formats to be agreed up front.
- b. Payment Orders to ING Portugal to execute a Payment Transaction may be given to ING Portugal through a Channel subject to the Conditions or in writing subject to the Conditions.

### Refusal Domestic / SEPA Direct Debit

The Client is able to refuse a Domestic / SEPA Direct Debit collection until 1 Banking Business Day before the due date of the Domestic / SEPA Direct Debit. Requests received after Cut-Off Time will lead to a regular debit of the account.

### Cancellation / modification Multiple Domestic / SEPA credit transfer

In case of a Multiple Domestic / SEPA credit transfer it is possible to cancel the entire batch or to cancel a maximum of 5 individual credit transfers within a batch. A cancellation or modification must be received by ING one Business Day prior to the execution date

### Revocation

The request to revoke a Payment Transaction can be submitted via the E-mail addresses which can be found on the last page of this document.

### Privacy Statement

The privacy statement applicable between the ING and its Clients is available online:

<https://www.ingwb.com/en/service/privacy-and-legal-statements/privacy-statement>

### Cut-off times

ING improves its delivery and process times on a regular basis. The most actual Cut-off times can be found online:

<https://www.ingwb.com/en/service/payments-and-collections/what-is-payment-cut-off-times>

### Complaint Procedure

The complaint procedure applicable between the ING and its Clients is available online:

<https://www.ingwb.com/en/service/compliance/complaints-procedures>

# Want to know more about ING?

Visit [www.ingwb.com](http://www.ingwb.com) or contact your local ING Office

## Client Services

**Business Hours** 08:30 – 17:30 GMT  
(+1 from last Sunday in March to last Sunday in October)

**Business Days** Monday to Friday  
(with the exception of bank holidays)

**Contact details** ING Bank N.V. - Sucursal em Portugal  
Av. da Liberdade 200 - 6º  
1250-147 Lisboa  
Portugal

**SWIFT BIC** BBRUPTPL

## Customer Service Desk

**Telephone** +351 21 120 1350

**Fax** +351 21 120 13 51

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