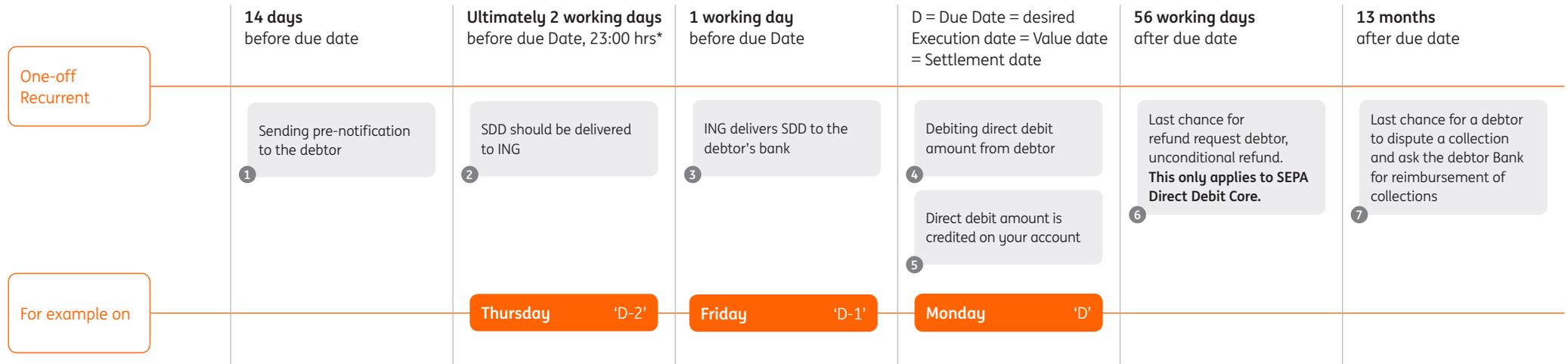


# SEPA Direct Debit timelines

Core and B2B - Initiated in AT, BE, CH, DE, ES, IT, FR, NL or SK



- 1 Ultimately 14 calendar days before due date / execution date you should inform the debtor about the collection amount and date. In case of recurrent direct debit with the same (or bandwidth) amount, the pre-notification can be an annual notification covering collections throughout the year.
- 2 To ensure timely processing, the collections should be delivered by you to ING ultimately 2 working days (23:00 hrs\*) before desired due date / execution date (depending on SDD type). In case the collection is initiated from an SK account the cut-off time is D-2 17:00 hrs.
- 3 1 working day before the desired execution date the collections should be delivered by ING to the debtor bank.
- 4 On the execution date set by you in the direct debit batch the direct debit amount will be debited from the debtor account.

- 5 On the execution date set by you in the direct debit batch the direct debit amount will be credited on your ING account.
- 6 Until 56 calendar days after the execution date the debtor can ask for a refund. For this refund no reason has to be given (unconditional refund). This only applies to SEPA Direct Debit Core.
- 7 Until 13 months it is possible to ask for a refund of an unauthorised transaction. Both banks will then assess whether the collection was indeed erroneous.

\* These cut-off times are subject to change. Changes will be published timely and in advance.