

Wholesale Banking Conditions

General Part

1. Scope and applicable conditions

- 1.1. These Conditions apply to the relationship between the Client and ING and to all Services provided by ING. Additional conditions may apply to specific Services.
- 1.2. The Schedules to these Conditions form an integral part of the Conditions. In the event of a conflict between an Agreement and these Conditions, the Agreement prevails. In the event of a conflict between the General Part of these Conditions (including country specific conditions relating to this General Part) and a Schedule (including country specific conditions relating to such Schedule) then the provisions of the Schedule shall prevail. Country specific conditions will prevail over the non-country specific conditions. In case additional conditions apply regarding a specific Service such additional conditions will, unless indicated otherwise, prevail in case of a conflict with these Conditions.
- 1.3. If these Conditions are provided to the Client in another language than English the English language version will prevail.

2. Availability and amendments

- 2.1. If requested ING will provide copies of the relevant Services Documents on paper or on another durable medium.
- 2.2. ING may change these Conditions and other Services Documents with a two months' notice period. The Client will be deemed to have accepted the change, unless it has terminated in writing the relevant Services Document with effect prior to the proposed effective date of the change. Such termination is free of charge. If the Client chooses to so terminate, such Services Document shall terminate on the effective date of the amendments. On such date all claims of ING vis-à-vis the Client under such Services Document become immediately due and payable.
For this Clause any change to any Services Document (including a Schedule or related country specific provisions), will only be considered a change to such document if the Client obtains the relevant Service from the concerning ING Office and only such Client will be informed accordingly.
Notwithstanding the foregoing, operational procedures, instructions and manuals may be changed by ING with immediate effect.
- 2.3. ING has the right to unilaterally change (the functions within) a Service with immediate effect if it cannot reasonably be expected that ING continues to provide such Service in this manner. ING will not be liable to the Client or any third party for any loss and/or damage resulting thereof.

3. General obligations and undertakings

- 3.1. The Client can use a Service only after the application and, if applicable, opening process has been completed to ING's satisfaction. The Client represents that it is not a Consumer and that the Services shall only be used for purposes pertaining to the Client's profession, trade or business.
- 3.2. The Client shall comply with all security procedures and provisions supplied by ING in accordance with the Services. If there are reasonable grounds to suspect a security breach then the Client must inform ING immediately.
- 3.3. The Client shall comply with all applicable laws and regulations, including all license requirements and anti-money-laundering, anti-terrorism financing and sanctions laws and regulations. The Client shall not use the Services for activities or purposes that are in violation of any law or regulation, or that can have a detrimental effect on the reputation of ING or on the integrity of the financial system.
- 3.4. The Client agrees to co-operate with ING and provide any information and documents and do all such acts ING requires (i) by law, regulation or according to ING's internal policies for the provision of the Services, (ii) to comply with requests of local and foreign (tax) authorities, (iii) to check the Client's identity, its

activities and objectives and (iv) to explain the reasons for the (intended) use of a Service, the origin of funds used for a Service or transaction and the economic nature of (the use of) a Service or transaction.

- 3.5. When dealing with ING the Client and each User is obliged to identify itself. At ING's first request the Client must provide ING with a specimen of its and each User current handwritten signatures.
- 3.6. The Client must promptly, and ultimately within 30 calendar days, inform ING in writing of any changes in the information supplied to ING, including but not limited to its change in name, legal address or contact details, change in the authority of a User or legal representative or if the Client has become a Consumer, and any documents evidencing such change. ING may rely upon the information provided by the Client until it receives a notice of change or update of the information provided.
- 3.7. Each ING Office must as soon as possible be notified in writing or, if such option is available, via an ING Channel, if the Client is no longer in existence or no longer authorised to dispose of or operate a Service, failing which ING may (continue to) perform its obligations and execute or forward Instructions received from or on behalf of the Client. In addition, ING may (continue to) execute, or forward an Instruction it received prior to or shortly after ING was notified in writing of aforementioned events if ING cannot reasonably prevent the execution or forwarding thereof. After the notice of an event as indicated in this sub-Clause, ING may require that the person who claims to be authorised to perform (legal) acts on behalf of (the estate of) the Client submits proof thereof in form and substance acceptable to ING.
- 3.8. If at any time the Client ascertains that all or any part of a Service is unavailable and/or not working properly it will promptly inform ING thereof.
- 3.9. The Client acknowledges that ING does not provide any tax or legal advice, and ING recommends that the Client takes advice from a tax or legal expert in case of any doubt with respect to the tax, fiscal and/or legal obligations of the Client.

4. Electronic agreements, communication and signature

- 4.1. The Client may electronically agree to obtain (further) Services from ING if and to the extent so offered. It will be indicated per Service which requirements have to be fulfilled and when the agreement is effective.
- 4.2. For all Instructions, agreements and communications issued or agreed upon by electronic means, the Client agrees that its Electronic Signature, or that of a User on the Client's behalf, constitutes proof of its consent and its identity and that it has the same evidential value as a document signed by the Client or User with its handwritten signature.
- 4.3. The Client agrees that Services Documents (including any amendments thereto) and all documents, information and/or conditions as referred to therein may be provided to the Client by electronic means whether or not the Agreement has been concluded electronically.

5. Use of an Authorisation Instrument

- 5.1. The Services Documents applicable to an Authorisation Instrument specify which personalised device(s) and/or set of procedures form an Authorisation Instrument.
- 5.2. The Client shall use an Authorisation Instrument in accordance with the Services Documents and ING's instructions or information on the use thereof.
- 5.3. An Authorisation Instrument is, unless indicated otherwise, strictly personal and non-transferable and may not be changed, copied or reproduced.

- 5.4. ING may assign a validity period to an Authorisation Instrument and ING is entitled to shorten or extend such validity period at any time.
- 5.5. If an Authorisation Instrument is provided by a third party, ING is not a party to the agreement between the Client and such third party and all costs relating thereto shall be for the Client's account. ING will not be liable for any loss and/or damage, of any nature whatsoever, incurred by the Client relating to the services offered by such third party.
- 5.6. The Client shall upon receipt of an Authorisation Instrument take all measures required by ING to keep the Authorisation Instrument and its personalised security features safe. The Client shall furthermore take any measure that can reasonably be expected to ensure the security of the personalised security features and shall keep these features, including its Electronic Signature and password, secret. The Client shall store the Authorisation Instrument in a place to which unauthorised parties have no access. Subject to evidence to the contrary, the fact that a personalised security feature and/or Authorisation Instrument is used by a third party will constitute proof that the Client has failed to keep or store such items safe and secure and that they were accessible to third parties. The Client shall ensure that Users shall observe and comply with all obligations of this Clause 5.
- 5.7. The Client shall take note of the information provided by ING in relation to the secure use of an Authorisation Instrument and the measures that the Client must take to prevent fraud or other misuse of such Authorisation Instrument and shall act, and shall ensure that Users shall act, in accordance with such information. ING may change such information and in urgent situations such changes can be applied by ING with immediate effect. ING will inform the Client accordingly.
- 5.8. The Client shall, and shall ensure that a User shall:
- (i) without undue delay notify ING, on becoming aware of (a) any loss, theft, misappropriation or unauthorised use of (a personalised security feature of) an Authorisation Instrument or (b) a technical incident or any other fault which might jeopardise the security of (a personalised security feature of) an Authorisation Instrument. The means of notification and the contact details of ING for such notification can be found on the Website, in the applicable Services Document, an ING Channel or as otherwise communicated by ING. A failure to notify ING without undue delay constitutes gross negligence of the Client, and
 - (ii) immediately send a confirmation in writing to ING of any telephonic notification, which written confirmation must contain the date, time and any further relevant information of such notification.
- 6. Blocking**
- 6.1. ING is, unless prohibited by applicable law, authorised to block or suspend an Authorisation Instrument or (access to) any Service:
- (i) in case of the non-compliance with the instructions and requirements as referred to in Clause 17 of this General Part,
 - (ii) in case of any of the events as indicated in Clause 26 of this General Part, or
 - (iii) for reasons relating to security or the suspicion of improper, unauthorised or fraudulent access or use of such Authorisation Instrument or Service.
- 6.2. The Client may request ING to block its or a User's Authorisation Instrument or (access to) any Service and a User may request to block its Authorisation Instrument or (access to) any Service. Notwithstanding any blocking request ING may continue the execution or forwarding of Instructions that have been given to ING by such Client or User prior to or shortly after receiving such blocking request if ING cannot reasonably prevent the execution or forwarding thereof.
- 6.3. Upon becoming aware of any improper, unauthorised or fraudulent access or use of an Authorisation Instrument or Service by a User or a third party, the Client shall immediately terminate or block such person's access to and use of the Authorisation Instrument or Service and shall inform ING promptly thereof. ING is not liable for any loss and/or damage incurred by the Client. The Client will indemnify ING for any loss and/or damage incurred, as a result of the failure by the Client to comply with this Clause.
- 6.4. ING is not liable for any loss and/or damage incurred by the Client or a third party as a result of the blockage or a suspension of an Authorisation Instrument or (access to) a Service.
- 6.5. In case of a blockage by ING, ING shall, where possible prior to such blockage, inform the Client of such blockage and the reasons thereof, unless such communication would compromise objectively justified security reasons or is restricted or prohibited by applicable laws or regulations.
- 6.6. ING shall unblock (access to) a Service or Authorisation Instrument, or replace the latter by a new Authorisation Instrument, as soon as ING, in its sole discretion, determines there are no longer grounds for such blockage or suspension to stay in effect.
- 7. App and ING Channel**
- If agreed, the Client may use an App or ING Channel to access and use Services. If accessed via an App Services might be limited. Additional conditions apply to the use of an ING Channel or App.
- 8. Conditional credit**
- 8.1. Any amount or asset made available to the Client by or via ING, whether in cash, by means of a book entry into an account or by any other method, pursuant to a transaction where settlement is not yet known or final or before ING has received such amount or asset, constitutes an advance made by ING to the Client subject to the due performance of such transaction.
- 8.2. The due performance condition shall be fulfilled by the settlement of the transaction and/or the receipt by ING of such amount or asset free at its disposal within a reasonable period. In the absence of such settlement, the Client will immediately repay ING an amount equal to the (value of the) asset or amount it has received, plus applicable interest.
- 9. Fees and expenses**
- 9.1. Unless otherwise agreed in writing, the Tariff Brochure lays out the fees and costs applicable to the Services used by the Client. The Tariff Brochure can be found at <http://www.ingpcm.com/en/tariffs-and-conditions-for-payment-services>. ING may change its Tariffs and its Tariff Brochure and such changes can be applied with immediate effect and without prior notice. The Client is also obliged to pay ING the third party fees and costs charged to ING regarding the Services used by the Client.
- 9.2. The Client must maintain an Available Balance which is sufficient to meet its financial obligations towards ING at the time that these obligations shall be due and payable. If the Client fails to pay an amount on the due date ING shall be entitled to charge default interest. Information regarding the applicable rate can be found in the Tariff Brochure and/or the Website of the ING Office.
- 9.3. ING is authorised, irrespective of the Available Balance and irrespective of whether this would generate an unauthorised Debit Balance, to debit the following from an Account:
- (i) Tariffs for the Services and the provision of information in regard to the Services;
 - (ii) Payment Transactions;
 - (iii) (default) interest;
 - (iv) third party fees and cost in accordance with Clause 9.1 of this General Part; and
 - (v) any other financial obligation, in whatever name or form, towards ING.

- 9.4. All payments payable to ING shall be calculated and made without set-off, deduction or counterclaim.
- 9.5. Unless explicitly indicated otherwise all amounts are exclusive of any value added tax. If value added tax is chargeable the Client shall pay this to ING.
- 9.6. All taxes and levies – under whatever name and levied by whomever – that concern the relationship between the Client and ING are for the Client's account. The Client acknowledges that ING may need to (be required to) collect from the Client taxes, levies or similar charges on payments made to the Client or in respect of transactions entered into by the Client. If the Client is compelled by law or regulation to withhold or deduct any sum from any amount payable to ING, the Client will pay such additional amounts as may be needed for ING to receive the full amount had no such withholding or deduction been required.

10. Statements, bank records and recordings

- 10.1. The Client accepts full responsibility for monitoring all information, records and transaction history and overviews sent by ING. The Client is obliged to verify whether the Services have been executed by ING correctly. If the Client contests any of the information it must inform ING immediately. The Client is deemed to accept the accuracy of the information if the Client fails to object to ING within two months of receipt.
- 10.2. If the Client contests any of the information regarding or relating to a Service it should follow the procedure as indicated in the applicable Services Documents.
- 10.3. The information contained in ING's records is deemed to constitute conclusive evidence between ING and the Client, unless the Client provides evidence to the contrary. ING is not required to retain its records for a period longer than the statutory record retention period.
- 10.4. Every form of communication relating to products and services of ING and third parties and any other form of written or electronic communication between the Client and ING can be evidenced by ING by a written or electronic reproduction and/or copy of this communication from ING's systems. Such communication and reproductions or copies thereof provide conclusive evidence between ING and the Client, unless the Client provides evidence to the contrary.
- 10.5. ING is entitled to record telephone conversations in order to assist in the processing of Instructions, retaining of evidence, monitoring of services and verifying the validity of Instructions.
- 10.6. If computational errors occur in the data and information provided or made available by or on behalf of ING, ING has the right to rectify these computational errors, also after the period of two months has expired.
- 10.7. The Client expressly acknowledges and agrees that ING may rely on information obtained from a third party service provider and that ING will not be responsible for the accuracy, completeness or timeliness of information obtained from a third party.

11. Power of attorney

- 11.1. Any power of attorney granted to a User to do business with ING on the Client's behalf must be in a form and format acceptable to ING. The power of attorney is, unless otherwise stipulated in such power of attorney, governed by the laws of the country of incorporation of the Client. The User so authorised may perform all acts indicated in the power of attorney in the name and for the account of the Client regardless of any conflict of interest of the User. The Client hereby irrevocably and unconditionally waives any defence or claim it may have based on the existence of any such conflict.
- 11.2. Any power of attorney granted via an ING Channel is granted in accordance with and subject to these Conditions.
- 11.3. The Client shall ensure that Users are bound by and shall observe and comply with all obligations as indicated in the relevant Services Documents. The Client shall remain liable to ING for all obligations pursuant to the Services Documents,

- including all acts and inactions of Users. Each User is, unless explicitly otherwise indicated in the power of attorney, fully competent to severally perform the authorised acts thereunder.
- 11.4. Each power of attorney is valid until revoked. The Client must immediately notify ING in a form acceptable to ING of the revocation, expiry or amendment of a power of attorney regarding any User. Until ING receives such notification any power of attorney shall, irrespective of any registration with any public record of the details and/or any changes to it, remain in full force and effect. ING may continue the execution or forwarding of Instructions that have been given to ING by such User prior to or shortly after ING has received such notification if ING cannot reasonably prevent the execution or forwarding thereof. The revocation, expiry or amendment of a power of attorney does not have any consequences for nor shall affect (the validity of) any (i) Instruction with a scheduled execution date after the revocation, expiry or amendment, or (ii) power of attorney granted by a User prior to such revocation, expiry or amendment.
- 11.5. The Client is, if so indicated by ING, obliged to for and on behalf of ING identify and verify the identity (by means of a valid identification document) each User and, if applicable, verify and validate the specimen signature of such User. The Client undertakes to securely store for a minimum period of seven years after the revocation or expiry of the relevant power of attorney all data regarding the identity and the verification and validation of the signature of each User. At ING's request the Client will provide such data in a format accessible to ING. ING is authorised to audit, examine and make copies of the data kept by the Client regarding the foregoing, and if so requested the Client must grant ING access to its premises and relevant data and records.
- 11.6. Upon ING's request the Client shall (i) confirm or ratify all acts that any User will have performed pursuant to and within the powers conferred by any power of attorney and (ii) promptly and duly execute all such documents and instruments, enter into such agreements and do all such acts and things as ING may reasonably determine as necessary in order to give effect to the provisions of this Clause.

12. Communication

- 12.1. ING has the right, at ING's discretion and irrespective of the manner in which the Agreement was concluded, to communicate with the Client in writing, verbally, via telecommunications (including the speaking computer or text messages) or electronically (including e-mail, app, Website or Channel, whether or not with the addition of an internet link).
- 12.2. ING will not be liable for any loss and/or damage resulting from the use of any form of communication by ING or the Client, including, but not limited to, loss or damage resulting from failure or delay in delivery, interception or manipulation by third parties or by computer programs used for electronic communications and transmission of Viruses.
- 12.3. The contact details of the Client and ING for any communication to be made or delivered under or in connection with any Service will be as stated in the Agreement, any other applicable Services Document or as otherwise updated by the Client vis-a-vis ING. The Client shall notify ING in advance of amended contact details by not less than five Business Days.
- 12.4. Any notice or communication sent by ING to the Client shall be deemed to have been duly given or made (a) in the case of delivery by hand, when delivered, (b) in the case of delivery by mail, three days after being deposited in the mail, postage prepaid, or (c) in the case of delivery by facsimile or other electronic transmission, when sent.
- 12.5. Unless agreed otherwise, the communication between ING and the Client will take place in the English language or, at ING's discretion, the language of the jurisdiction of the ING Office.
- 12.6. ING may require that foreign documents are legalised and bear an apostille and that communications and documents from the Client which are in a language other than agreed under Clause

12.5 of this General part are at the Client's expense translated by a sworn translator acceptable to ING.

13. Use of forms and formats

- 13.1. With respect to the Services, the Client is required to make use of the (hardcopy, online or electronic) forms and formats, if any, made available or as indicated by ING, duly completed, legible and bearing the handwritten or Electronic Signature, or any other form of identification as required by ING, whatever is applicable. ING may refuse to accept any document or execute any Instruction if it is not received in the required form or format, incomplete or the signature is not verified or does not match the specimen signature in ING's records. ING is authorised to act upon and rely on information contained in a form or Instruction from the Client.
- 13.2. ING has the right to declare (instruction) forms and formats invalid and to replace these forms or formats. If so, ING will inform the Client of any new form or format to be used. ING will not be liable for any loss and/or damage that the Client incurs due to the (instruction) forms or formats being declared invalid or used incorrectly.

14. Processing of information and bank secrecy

- 14.1. ING will obtain, use or otherwise process data, documents and information relating to the relationship with the Client, User and/or the Services for the provision of the Services and for internal analysis and supervision, risk management, product development, marketing activities, centralisation of storage, to safeguard ING's security and integrity, to comply with legal obligations and for any other purpose as communicated by ING. The obtaining, using and processing of Personal Data is subject to Clause 15 of this General Part.
- 14.2. To the extent permitted by any applicable law or regulation, the Client waives any bank secrecy, if any, and agrees with the transferring, processing and disclosure by ING of any data, documents and information obtained from or relating to the Client and any Services (i) within ING or any third party service provider for any of the purposes as indicated in this Clause (ii) to any third party for any of the purposes as indicated in Clause 23.1 and 24.1 of the General Part (iii) to any applicable credit register, (iv) if required for the providing of Services to the Client or any of its affiliates, to affiliates of the Client and (v) as permitted or required by any applicable law or regulation, legal process, regulatory action, order, judgement or decree of a court or (vi) to enable ING to comply with requests from local and foreign (tax) authorities.

15. Personal Data protection

- 15.1. In addition to clause 14 of this General Part, with regard to the obtaining, using and processing of Personal Data, the Client acknowledges that Personal Data may be processed, transferred and disclosed outside of the ING Office that obtained such data and represents and warrants (i) that it has received and read the Privacy Statements of the ING Offices (which is hereby incorporated by reference) and (ii) that it will inform and refer all authorised representatives, Users and (other) natural persons interacting on behalf of the Client with ING to this Clause 15 and the applicable Privacy Statements. The applicable Privacy Statements can be found on <http://www.ingwb.com/about-ing-wb/privacy-statements>.
- 15.2. ING processes Personal Data in accordance with the applicable personal data protection laws and regulations and ING's "Global Data Protection Policy for Client, supplier and business partner data" (as from time to time amended or replaced by a similar global policy). The policy was approved by the data protection authorities in the applicable EU Member States. The Global Data Protection Policy can be found on <http://www.ingwb.com/about-ing-wb/privacy-statements>.

16. Ownership and intellectual property rights

- 16.1. The Client is granted a strictly personal, non-exclusive and non-transferable licence to, if applicable, use and install software provided by ING for the Services. However, no property or intellectual rights are transferred to the Client. This licence provides only the right to install the software on the Client's computer and to use it for a Service in accordance with the purposes as indicated in the applicable Services Documents or as otherwise indicated by ING and is limited to the period the Client is authorised to use the Service.
- 16.2. ING and the third party, if any, who has conferred the right of use on ING retains all rights, including ownership, copyrights and intellectual property rights, of all ING Goods as well as to all information, recommendation and/or (other) services provided.
- 16.3. The Client is not permitted to change, copy, distribute, transfer, display, publish, sell or licence the (content of the) ING Goods, to produce or use any works derived from it or to create any link, hypertext or deep link from or to an ING Channel, Service or Website.
- 16.4. The trade names, brands and logos (or signs similar thereto) from ING and appearing on or in the Services and/or ING Goods are the property of ING. The Client is not permitted to use any of such trade names, brands and logos without prior written consent of ING.
- 16.5. The Client will immediately destroy or return the ING Goods, its personalised security features and/or any instruments for using a Service and/or accessing an ING Channel (which are capable of being returned) to ING, if requested to do so or if the Client is no longer authorised to use the applicable Service.

17. System requirements and security

- 17.1. The Client shall comply with and act upon the most recent instructions and system, software and other requirements for implementing, accessing and using a Service as stated by ING. ING will not be liable for any loss and/or damage incurred by the Client as a result of (i) changes to the software or equipment supplied by ING or a third party, (ii) improper functioning of equipment or software belonging to the Client or User (iii) failure to act upon instructions of ING or (iv) failure to comply with the conditions for implementation, access and use of a Service.
- 17.2. The Client may need to have internet access, access to an electronic communication network or software to be able to use a Service. ING is not a party to any agreement in this respect between the Client and its provider. All costs of access to and use of the services offered by these providers will be for the Client's account and ING will not be liable for any loss and/or damage incurred by the Client relating to the services offered by those providers.
- 17.3. The Client is responsible for the security of the systems and devices used to access a Service. Without prejudice to the foregoing, the Client is obliged to ensure that up-to-date anti-Virus software, anti-spyware software, firewall software or any other relevant security tools are used to ensure the security of (the access to) a Service. Should the Client discover or suspect a Virus, spyware or unauthorised access to a Service the Client shall inform ING without delay and shall immediately take all necessary measures to prevent any loss and/or damage. ING reserves the right to block access to (part of) a Service following any such report.
- 17.4. The Client shall ensure that correct log-off procedures are followed when exiting or leaving unattended a computer or other applicable device with which a Service is used or accessed. The Client shall further take all reasonable precautions to prevent unauthorised use of a Service and the operating stations or IT systems from which a Service can be accessed.

18. Joint and severability

- 18.1. The obligations of each ING Office under the Services Documents are separate and independent obligations. Failure by an ING Office to perform its obligations does not affect the obligations of any other party under the Services Documents.

No ING Office is responsible for the obligations of any other ING Office under the Services Documents.

- 18.2. Unless otherwise instructed by ING, any debt arising under the Services Documents to a specific ING Office can only be repaid to that ING Office.
- 18.3. If the Client is, in whatever capacity, a joint beneficiary of a Service or a joint holder of an account or asset, it is, together with such other beneficiaries or holders, jointly and severally bound by and liable towards ING for all related obligations. The Client and each such person is, unless agreed otherwise, individually authorised to issue Instructions towards ING regarding such Service, account or asset.

19. Security Interest and set-off

- 19.1. In addition to any other Security Interest granted to ING, the Client undertakes to grant a Security Interest and herewith grants a Security Interest over all present and future (i) claims the Client now or at any time, has or acquires against the ING Office and (ii) financial instruments, monies, documents and other goods held by ING, or a third party on behalf of ING, for or on behalf of the Client, as security for all existing and (contingent) future amounts the Client owes to the ING Office at any given moment which Security Interest ING herewith accepts.
- 19.2. The Client grants ING an irrevocable power of attorney, with the right of substitution, to grant, create, register and/or perfect a Security Interest over the claims as stated in Clause 19.1 to itself in the name of the Client.
- 19.3. The Client represents and warrants that it is authorised to grant and create the Security Interest and that the claims in question are or will be free of rights and claims of other parties than ING.
- 19.4. The Client undertakes vis-à-vis ING to provide (additional) collateral and Security Interests for all existing and future amounts that the Client owes to ING, on any account whatsoever, and to sign any agreement or any other documents that may be required in connection with the granting and the creation thereof, at the first request of ING and to the ING's satisfaction.
- 19.5. Each ING Office shall at all times be entitled to set-off all and any of its claims on the Client, whether or not due and payable and whether or not contingent, against any claims the Client has on such ING Office, whether due and payable or not, regardless of the currency in which such claims are denominated. If however the Client's claim on ING or ING's claim on the Client is not yet due and payable, ING shall not exercise its right of set-off except upon the occurrence of one of the following events, which shall render such claim due and payable: in the event of an attachment or garnishment being levied upon the Client's claim on ING, in case recovery is being sought from such debt in any other way, in the event that a Security Interest or other restricted right is created thereon, the Client assigns its claims on ING to a third party, the Client is declared bankrupt, has entered into a moratorium of payments or another insolvency regulation or statutory debt repayment arrangement applies to the Client. Debts expressed in a foreign currency shall be set-off at the exchange rate on the day of set-off as determined by ING. If possible, ING shall inform the Client in advance that it intends to exercise its right of set-off.
- 19.6. At the request of ING, the Client shall promptly and duly enter into such further agreements, execute all such other documents and instruments and do all such other registrations, acts and things as ING may reasonably determine as necessary or desirable in order to give effect to the provisions of this Clause.
- 19.7. If there are in one jurisdiction more offices from the same ING legal entity a reference to ING Office shall in this Clause be construed as a reference to any and all ING offices of such legal entity in the same jurisdiction.

20. Liability

- 20.1. Without prejudice to any other limitations of liability as stipulated in the Services Documents, ING will only be liable to the Client for any direct loss and/or damage, regardless of whether ING's liability is asserted on the basis of the Services Documents, the provision of Services, claim in contract, tort (including negligence), under an indemnity, breach of statutory duty or otherwise.
- 20.2. For the avoidance of doubt ING will not be liable for any indirect or consequential loss or damage. Indirect and consequential loss or damage includes, but is not limited to, damage to reputation, costs of procuring an equivalent service or product and loss of profit, business, business opportunity, goodwill, data, anticipated savings, customers and contracts, and regardless whether or not such loss or damage was foreseeable.
- 20.3. ING will not be liable for any loss and/or damage incurred by the Client as a result of the non or defective execution of any Instruction or performance of any Service if this is caused by (the introduction of or amendment to) any law, order, regulation, decree or administrative action and/or any interference or act or omission by or under the order of a government, central bank or any other body claiming such authority. Furthermore ING will not be liable for any loss and/or damage incurred by the Client as a result of the confiscation, nationalization, requisition, sequestration, seizure, deprivation of the Account, Balance or any (other) asset or instrument by the government, central bank or any other body claiming such authority in the country of the relevant currency or where such Account, asset or instrument is held.
- 20.4. Subject to Clause 20.2 of the General Part, ING does not exclude any liability under these Conditions for loss and/or damage caused by ING's gross negligence or wilful misconduct.
- 20.5. ING does neither warrant that the facilities for providing a Service will be available, uninterrupted or complete at all times nor that such facilities shall be free from errors, faults or Viruses. ING will not be liable for any loss and/or damage resulting from the use of (or inability to use) a Service, including losses or damages caused by Viruses.
- 20.6. The Website or any Service may provide links to external internet sites operated by a third party or said sites may contain links to the Website or a Service. ING will not be liable for the operation, use or content of such third party internet sites.

21. Indemnity

The Client will indemnify ING against any direct, indirect and/or consequential loss, damage, cost and expense (including legal expenses) incurred by ING and arising from or in connection with:

- (i) ING being or becoming involved in any dispute, judicial or extrajudicial proceeding or any out-of-court (redress) proceeding between the Client and a third party;
- (ii) the collection of amounts owed by the Client to ING;
- (iii) the garnishment and/or attachment of the Account;
- (iv) claims by third parties made against ING in relation to the Client or any Service, unless caused by the gross negligence or wilful misconduct of ING;
- (v) failure by the Client or User to comply with any of the terms of a Services Document;
- (vi) fraud committed by the Client or User;
- (vii) any power of attorney granted by the Client to the User or by a third party to the Client and/or any action taken thereunder, being invalid, non-binding or unenforceable; and/or
- (viii) any failure of the Client to take all required corporate actions for the validity and enforceability of a power of attorney.

22. Force majeure

ING will not be liable to the Client for its failure to perform any obligation, under the Services Documents if such failure results

from any cause beyond ING's reasonable control including, but not limited to, acts of God, war or acts of terrorism, industrial disputes, strikes any breakdown or failure of transmission or communication facilities or clearing and settlement organisations, power disruptions, acts, laws or regulations of national, foreign or international administrative, civil, or judicial authorities. If a force majeure event occurs, ING will take such actions or measures as may reasonably be required to limit the adverse effects of such event.

23. Third parties

23.1. In providing the Services, ING may make use of third parties and may (partially) subcontract activities.

23.2. ING shall not be liable for any loss or damage incurred by the Client due to any actions or omissions of any third party (including any broker, bank, agent, custodian, exchange, depositary or clearing house) if it can prove that it has exercised reasonable skill and care in the selection of such third parties.

23.3. ING will not be a party to any underlying legal relationships between the Client and any third party.

23.4. A person who is not a party to the Services Documents has no rights to enforce or enjoy the benefit of any (term of) such document.

24. Transferability

24.1. ING may transfer and assign its rights and/or obligations under the Services Documents to a third party.

24.2. Without ING's prior written consent, the Client's rights and obligations relating to the Services and the claim that the Client has vis-à-vis ING by virtue of the Account or in connection with a Service cannot be transferred or assigned and no Security Interest can and may be created over it, except for a transfer, assignment or Security Interest in favour of ING.

25. Partial invalidity/unenforceability

If at any time any provision of the Services Documents is or becomes illegal, invalid or unenforceable in any respect under any law or regulation of any jurisdiction, the legality, validity or enforceability of the other provisions shall not in any way be affected or impaired thereby.

26. Term and termination

26.1. The term of the Agreement regarding each Service will be as indicated in the applicable Service Document. If no specific term is indicated the Agreement for such Service will be entered into for an indefinite period of time and the Client may terminate such Service in writing with a one calendar month notice period. The notice period will be calculated from the first day of the calendar month following receipt of such notice of termination. Unless indicated otherwise ING may at any time terminate such Service in writing with a two months' notice period.

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

26.3. ING is authorised to terminate the Agreement or terminate or suspend any specific Service with immediate effect and without being required to pay damages or any form of compensation:

- (i) if it is unlawful or contrary to any (international) sanction list to provide a Service;
- (ii) if ING has established or reasonably suspects that the Client uses or used any Service for activities or purposes that (a) are contrary to laws or regulations, (b) can harm ING's reputation or (c) undermine the integrity of the financial system;
- (iii) in case of (suspicion of) misuse or fraudulent use of a Service by the Client;

(iv) if the Client no longer uses the Services for purposes pertaining to its profession, trade or business or if the Client has become a Consumer;

(v) in the event of bankruptcy, insolvency, moratorium, statutory debt adjustment, dissolution or liquidation of the Client or any other analogous proceedings;

(vi) in case the Client breaches any of its obligations under the Services Documents and fails to correct such failure within five (5) Business Days of receiving written notice of default from ING; and/or

(vii) in case of the garnishment, seizure and/or attachment of any claim of the Client on ING.

26.4. Upon termination, all Tariffs and outstanding obligations of the Client relating to such Service are immediately due and payable, whether or not relating to transactions taking place before or after termination, without prior written notice being required. Any Tariffs paid in advance for said period will not be reimbursed.

26.5. Rights and obligations under the Services Documents and Services which by their nature should survive, including, but not limited to, any and all indemnification provisions, will remain in effect after termination or expiration thereof.

27. Counterparts

Each Services Document may be executed in any number of counterparts and this has the same effect as if the signatures on the counterparts were on a single copy of a Services Document.

28. Applicable law and jurisdiction

28.1. Unless otherwise stipulated, the relationship between a Client and ING regarding a Service, including the Services Documents and any non-contractual obligations arising out of or in connection therewith, will be governed by and construed in accordance with the laws of the country in which the ING Office is located which is providing the relevant Service.

28.2. ING and the Client hereby irrevocably submit to the exclusive jurisdiction of the courts of the capital city of the jurisdiction whose laws govern the Services Documents in accordance with this Clause. ING may (if permitted by law) commence proceedings in another competent court and/or concurrent proceedings in any number of jurisdictions.

28.3. The Client will first raise any complaints arising from or relating to the Services with ING, taking into account the complaint procedure of the ING Office. Information regarding the applicable complaint procedure can be found on <http://ingpcm.com/en/complaints-procedures>.

29. Definitions and interpretation

29.1. Capitalised terms in these Wholesale Banking Conditions shall have the following meaning:

Account

Any account used for the execution of Payment Transactions held in the name of the Accountholder with ING or a third party PSP.

Accountholder

Each person which is the holder of an Account.

Agreement

Any agreement and/or any other form relating to Services between ING and the Client.

App

An application provided or approved by ING on a phone, tablet or other (mobile) device.

Authorisation Instrument

The procedures and instruments as indicated by ING which the Client or User must make use of to access and use a Service and/or give (consent to) an Instruction to ING, including a Payment Instrument, an Electronic Signature, the PKI provided by ING or, if applicable, a third party, or any other means of access and use.

Available Balance

In relation to the Account the amount that the Client can freely dispose of, being the difference between the Balance - taking into account possible reservations, blocked and/or attached amounts - and the zero balance or, in the event that a credit limit has been agreed with the Client, the credit limit.

Balance

The balance on the Account at any given point in time. This balance is calculated on Business Days at fixed intervals.

Business Day

A day designated by the European Central Bank as a day upon which banks are open for the execution of Services and Payment Transactions, excluding any Saturdays, Sundays and national public and banking holidays in the jurisdiction of the ING Office involved in the relevant Service. More information regarding the applicable Business Days for each ING Office can be found in the Tariff Brochure and/or Website.

Channel

An ING Channel or any secure online banking system and/or electronic communication channel provided by a third party.

Client

Each person who is obtaining Services from ING as agreed in the Agreement.

Conditions

These Wholesale Banking Conditions including its Schedules and annexes.

Consumer

Each person in a capacity as consumer or micro-enterprise (as defined in the Payment Services Directive (Directive 2007/64/EC of the European Parliament and of the Council of 13 November 2007 on payment services in the internal market)).

Debit Balance

The amount that the Client owes to ING as a result of a negative Balance on the Account.

Electronic Signature

Data in electronic form attached to or logically associated with other electronic data and which serve as a method of authentication, including but not limited to a PKI, devices or files containing a private key with a personal digital certificate and, if applicable, the means of authentication and/or signing chosen by the Client and/or User, whether or not required for the use of an Authorisation Instrument, based on options given by ING, or an applicable third party (e.g. a password, and/ or any other confidential identification code or number known only to the Client or User).

General Part

The general part of the Conditions.

ING

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. A list of ING entities and offices is available at www.ing.com. The term ING includes the relevant ING Office.

ING Channel

InsideBusiness, InsideBusiness Payments, InsideBusiness Trade, InsideBusiness Payments CEE Regional Site, InsideBusiness Payments CEE Local Sites, InsideBusiness Connect, ING Service for SWIFTNet, the App, or any other secure online banking system and/or an electronic communication channel provided by ING.

ING Goods

Any Authorisation Instrument, ING Channel, Website, ING PKI device or other goods, instruments, equipment, documents, software-carrier and software provided by ING for the use of an Account, a Service and/or authentication of the Client or User.

ING Office

The relevant ING office providing the Service. More information regarding the ING office can be found in the Tariff Brochure.

Instruction

The instruction or order, including a Payment Order, which is given by the Client or User.

Payment Instrument

An Authorisation Instrument which the Client, User or Beneficiary must make use of to give (consent to) a Payment Order to ING.

Payment Order

The instruction that is given by the Client, User or the Beneficiary, whether or not through a Channel, to execute a Payment Transaction.

Payment Services

The payment services under the Services Documents (including an Account) that ING provides to the Client through which Payment Orders can be issued and/or forwarded, Payment Transactions can be executed and information about Payment Orders and Payment Transactions can be provided to the Client.

Payment Transaction

An act initiated by the Client, User, Beneficiary or a third party, as the case may be, whereby funds in, to or from the Account are deposited, withdrawn, credited, debited or transferred.

Personal Data

Any information relating to an identified or identifiable natural person.

PKI

A service provided by ING or a third party for the issuance and maintenance of digital certificates.

Privacy Statement

A document or statement from ING containing information on how the ING Office treats and takes care of Personal Data.

PSP

An institution that provides and executes payment services, also named payment services provider.

Schedule

A schedule to these Conditions.

Security Interest

(The creation of) a pledge, charge, hypothecation, mortgage, lien, assignment or any other security interest in the relevant jurisdiction.

Services

The services (including Payment Services) that ING provides to the Client under the Services Documents.

Services Documents

The Agreement, these Conditions and all (other) conditions, documents, (terms on) websites, user manuals, instructions or agreements regarding Services.

Tariffs

All costs, fees, commissions, expenses and charges for Services.

Tariff Brochure

The document(s) setting out the Tariffs and operational conditions of the ING Office for Services and if applicable information regarding interest and exchange rates.

User

A person that is directly or indirectly authorised by the Client to perform certain acts and/or issue Instructions, whether in written form, in person, through a Channel or otherwise, for and on its behalf.

Virus

A virus or any other software routine that is meant or designed to provide access to, or allow use of, a computer system by an unauthorised person, to render such system useless, damaged or erased, or to disrupt or deteriorate its normal use.

Website

The website of the relevant ING Office.

29.2. Interpretation:

- (i) Words in singular shall include the plural and vice versa. Unless the context requires otherwise any reference to a person shall include its successors, permitted assignees and permitted transferees.
- (ii) Unless the context clearly requires otherwise, a reference to a Services Document shall include a reference to any annex or schedule thereto and a reference to a clause in a Services Document (or a schedule or annex thereto) shall be a reference

to a clause of such Services Document (or schedule or annex thereto).

- (iii) Headings in the Services Documents are for ease of reference only.
- (iv) Unless a contrary indication appears, a reference in the Services Documents to
 - a “person” includes any natural person, legal entity, firm, company, corporation, government, state or agency of a state or any association, trust, joint venture, consortium or partnership (whether or not having separate legal personality) and shall include its successors in title, permitted assigns and permitted transferees;
 - an agreement, conditions, terms, rulebook, regulation or document is a reference to such agreement, conditions, terms, rulebook, regulation or document as amended, supplemented or readopted from time to time; and
 - a legal concept such as, but not limited to, insolvency or attachment, which term is not used in the relevant jurisdiction, shall be construed as a reference to an analogous concept in such jurisdiction.

Schedule Payment Services

1 Scope

- 1.1 Payment Services are intended for transfers, deposits, receipt and withdrawal of funds pertaining to the profession or business of the Accountholder.
- 1.2 The conditions in the General Part and this Schedule apply to Payment Services.
- 1.3 Parties acknowledge that ING, when providing Payment Services, must comply with the rules and regulations of third parties such as the European Payments Council or any other relevant payment scheme, authority or body. In the event of a discrepancy between a Services Document and the rules and regulations of such third party, ING will provide the Payment Services in accordance with the rules of such third party.

2 Payment Orders

- 2.1 Information on the manner in which the Client can give Payment Orders to ING is included in the relevant Services Documents.
- 2.2 The Client shall provide ING with complete, correct, unambiguous and accurate Payment Orders. ING is authorised to act upon and rely on information contained in a Payment Order.
- 2.3 Unless agreed otherwise, the Client gives its consent to a Payment Order by entering its Electronic Signature or other agreed means of authorisation and submitting it or otherwise completing the initiation. If consent by more than one User is required this shall be given once all relevant Users have entered their Electronic Signature or other means of authorisation.
- 2.4 If a third party Channel is used for the initiation of a Payment Order, the Client is deemed to have consented to the execution of the Payment Order once ING has received the concerning Payment Order.
- 2.5 ING is authorised to issue further instructions and set requirements and limitations regarding the use and form of any Payment Order.
- 2.6 ING shall execute Payment Orders on the basis of the Unique Identifier and not based on the name and/or address of the Beneficiary. A Payment Order is deemed to be executed correctly if ING executes it on the basis of the Unique Identifier. Neither the name of the Client or Beneficiary, nor their address, is part of the Unique Identifier even when such information is required e.g. for control purposes pursuant to laws or regulations.
- 2.7 ING shall have no obligation to check any discrepancies between the Unique Identifier provided by the Client and other details that may identify the Beneficiary such as its name or address. ING is not liable for the consequences of the execution of a Payment Order if the Unique Identifier provided by the Client does not belong to the Beneficiary as intended by the Client. However, if requested, ING shall make a reasonable effort to recover the monies in connection with the Payment Transaction. Any reasonable costs incurred by ING relating to such recovery may be charged to the Client.
- 2.8 Each (manner to initiate a) Payment Order will be subject to restrictions as set out by ING in the Services Documents. Not all manners to initiate Payment Orders are available to each Client and a Client can only use a manner to initiate a Payment Order if so approved by ING.

3 Time of receipt and start of execution Payment Orders and Payment Transactions

- 3.1 A Cut-off Time applies with respect to the start of the execution of Payment Orders. Information on the Cut-off Times and other times prior to which a Payment Order has to be received by ING are available in the Tariff Brochure at <http://www.ingpcm.com/en/tariffs-and-conditions-for-payment-services> or as otherwise communicated by ING.

Changes in the Cut-off Times can be applied with immediate effect and without prior notice.

- 3.2 The point in time of receipt of a Payment Order, whether or not through a Channel, is deemed to be the point in time that ING has recorded that it has been received and the Client has consented to it.
- 3.3 The execution period of a Payment Order as contemplated in Clause 4 of this Schedule shall start on the day of receipt provided that such Payment Order is received on a Business Day and before the relevant Cut-off Time. In the event that the Payment Order is received not on a Business Day or after the relevant Cut-off Time, the Payment Order is deemed to have been received on the following Business Day. ING may make a reservation for the Payment Order in accordance with Clause 8 of this Schedule.
- 3.4 The Client may request, in the manner as set out and indicated by ING, that execution of a Payment Order shall start on a specific day, at the end of a certain period or, if so agreed by ING, on the day on which the Client has placed funds at ING's disposal. The point in time of receipt of such Payment Order will be considered to be the agreed day for execution of the Payment Order. If the requested day is not a Business Day for the ING Office, the Payment Order will be deemed to have been received on the following Business Day. If a calendar month has fewer days than the date upon which the execution of a Payment Order to transfer a specified amount periodically is scheduled, the execution shall start on the last Business Day of that month.
- 3.5 Cut-off Times also apply for incoming Payment Transactions. If such transaction is not received on a Business Day or is received after the relevant Cut-off Time it is deemed to have been received on the following Business Day.

4 Maximum execution time of Payment Transactions

- 4.1 Payment Transactions in the lawful currency of the EEA country where the Account is held, to an account held with a PSP located in the same country, as well as Payment Transactions in euros to an account held with a PSP located in an EEA or SEPA Country shall be credited to the account of the PSP of the Beneficiary at the latest by the end of the following Business Day following the point in time of receipt of the Payment Order as specified in Clause 3 of this Schedule.
- 4.2 If a Payment Transaction referred to in Clause 4.1 above is initiated on paper, the execution period shall be extended by one Business Day.
- 4.3 Payment Transactions in the currency of an EEA country which does not have the euro as its currency, to an account held with a PSP located in an EEA country shall be credited to the account of the PSP of the Beneficiary at the latest by the end of the fourth Business Day following the point in time of receipt of the Payment Order as specified in Clause 3 of this Schedule.
- 4.4 Other execution periods apply to Payment Transactions that do not fall under Clauses 4.1, 4.2 or 4.3 of this Schedule. More information can be found in the Tariff Brochure or obtained from ING.

5 Book Date and Value Date

- 5.1 Subject to Clause 3 of this Schedule, when ING receives an amount in euros or in another EEA currency that is to be credited to the Account, ING shall credit this amount on the same Business Day. In that case, the Value Date is the same as the Book Date. When ING receives an amount in a non-EEA currency to be credited to the Account, the Book Date can differ from the Value Date.
- 5.2 In addition to Clause 8 of the General Part, when ING receives a notification to credit an amount to the Account, ING may credit such amount before ING actually receives it. In that case, the Book Date is the Business Day upon which the amount is

credited to the Account and the Value Date is the Business Day upon which ING actually receives such amount and is at ING's disposal. In the period between the Book Date and the Value Date, the credited amount is not taken into account for the calculation of interest. If monies are withdrawn or debited from the Account during this period such that a Debit Balance would have arisen had ING not credited the amount before actually receiving it, the Client is obliged to pay debit interest over this Debit Balance.

In case ING does not unconditionally receive the relevant amount free at its disposal ING may, without prior notification, reverse the credit entry by debiting the same amount from the Account. If the amount received or to be received was converted into another currency when crediting the Account, ING may make the debit entry in such other currency at an exchange rate as determined by ING at the time of execution. All costs in connection with the reversal are for the Client's account.

- 5.3 When ING executes a Payment Transaction from the Account, ING debits the Account on the Business Day on which ING has started the execution in accordance with Clause 3 of this Schedule. In that case, the Value Date is the same date as the Book Date.

6 Revocation of Payment Orders

Unless otherwise stipulated in the Services Documents, Payment Orders are irrevocable. However, Payment Orders received by ING through a Channel with a scheduled execution date may be revoked by the Client provided that such revocation has been received by ING via the concerning Channel and before the Cut-off Time on the Business Day preceding the scheduled execution date. Information on the manner in which a Payment Order must be revoked is included in the relevant Services Documents. Payment Orders with a scheduled execution date will not automatically be revoked by the termination of the ING Channel through which such Payment Order was initiated.

7 Refusal, suspension and forwarding of Payment Orders

- 7.1 ING may (fully or partially) (a) refuse to execute or forward or (b) suspend execution or forwarding of any Payment Order, if:
- (i) the Payment Order is incomplete, incorrect or ambiguous or not in line with an agreed Service;
 - (ii) there is any doubt as to the validity or legality of the Payment Order or the identity or authority of the person giving it;
 - (iii) the power of attorney of the relevant User has been amended, revoked or is otherwise no longer valid;
 - (iv) the Available Balance on the Account is insufficient or the Payment Order exceeds any applicable limit;
 - (v) the Account is blocked or attached;
 - (vi) a Security Interest, right of set-off or a retention right exists on the related Account;
 - (vii) the Payment Order violates any applicable law or regulation, (inter)national sanction list or ING's internal policy;
 - (viii) the Payment Order violates or breaches any agreement between ING and the Client;
 - (ix) the Payment Order concerns a currency which is not freely available to ING;
 - (x) the Payment Order, whether or not received by ING through a third party Channel, does not comply with the form, format and/or other requirements of ING; or
 - (xi) there is a suspicion of money laundering or fraud or a suspicion of unauthorised or fraudulent use of a Payment Instrument or a Payment Service, or irregularities related to its security, until it is evident that this suspicion is without grounds.
- 7.2 When the Available Balance on the Account is insufficient ING may execute a Payment Order with a scheduled execution date on the next three consecutive Business Days from the initial

execution date as soon as the Available Balance is sufficient. Point in time of receipt of such Payment Order is deemed to be the point in time the Available Balance is sufficient to execute such Payment Order. ING will refuse the (execution of the) Payment Order if the Available Balance is still insufficient at the end of the concerning third Business Day.

- 7.3 Unless ING agreed to provide such Service, an ING Office will not execute or forward a received Payment Order regarding an Account held with a third party PSP or another ING Office. ING will not notify the Client in accordance with Clause 7.5 of this Schedule in such an event.
- 7.4 ING will not be liable for any loss and/or damage resulting from the non-execution or non-timely execution of the Payment Order as a result of a refusal or suspension in accordance with this Clause 7 or from a reversal of a Direct Debit in accordance with Clause 20.2 of this Schedule.
- 7.5 Unless prohibited by applicable laws or regulations, ING will notify the Client of its refusal or suspension to execute or forward a Payment Order and, if possible, the reasons for the refusal or suspension and the procedure for correcting any factual mistakes that led to the refusal or suspension. ING shall notify the Client as soon as possible and in any case within the time lines for such Payment Order as indicated in Clause 4 of this Schedule. ING may charge the Client for the notification of the refusal or suspension of a Payment Order as specified in the Tariff Brochure.

8 Reservation for Payment Transactions

Reservations can be made by ING for Payment Transactions. In the event that a Payment Transaction is received on a day that is not a Business Day or after the Cut-off Time, a reservation, if any, takes place immediately and the execution will start on the following Business Day. A reservation lowers or raises the Available Balance by the amount of the Payment Transaction to which the reservation relates.

9 Payment Order in writing

- 9.1 A Payment Order in writing must be submitted in accordance with the requirements of ING.
- 9.2 By signing the appropriate form and submitting this form to ING, the Client gives its consent to the execution by ING of the Payment Order specified in the form. A fully completed and signed form constitutes a Payment Instrument.

10 Currency of the Account and execution of foreign currency Payment Orders

- 10.1 Accounts can be opened in the currencies as specified by the ING Office. The Balance on the Account is held in the currency as indicated in the Agreement. Additional conditions may apply regarding Accounts held in currencies other than Euro, United States Dollar, British Pound, Swiss Franc or the lawful currency of the jurisdiction where the Account is held.
- 10.2 Payment Orders can be executed in the currencies as specified and agreed by the ING Office. ING may decline Payment Orders in other currencies.
- 10.3 If the Client pays or receives amounts in a currency that is not the currency of the Account, ING shall debit or credit the Account with the equivalent value of such amounts in the currency of the Account. ING will determine the equivalent value on the basis of an exchange rate set by ING.
- 10.4 ING may, at any time, change exchange rates with immediate effect and without prior notice. Exchange rates are determined by ING on a daily or more frequent basis. Information regarding the applicable rate can be found in the Tariff Brochure and/or the Website of the ING Office.
- 10.5 In order to maintain a Balance and execute Payment Transactions in the currency of the Account, other than the lawful currency of the jurisdiction where the Account is held, ING will hold a correspondent account at a PSP in the country of that currency. If the Agreement between ING and the PSP in

respect of the correspondent account ends or is terminated for whatever reason, ING may terminate the Agreement and/or the Payment Service relating to the Account with immediate effect.

11 Payments by third parties

The Client cannot prevent the crediting of payments into its Account.

12 Use of a Payment Instrument

12.1 The terms regarding an Authorisation Instrument as incorporated in the General Part also relate to the use of a Payment Instrument. In addition the Client shall, and shall ensure that a User shall, forthwith report to the police and the other appropriate authorities the relevant events as referred to in Clause 5.8 under (i) of the General Part.

12.2 Upon receipt of the notification as indicated in Clause 5.8 of the General Part, ING shall take appropriate measures to prevent any (further) misuse of the Payment Instrument. At the Client's request ING will provide it with the means to prove that it made such notification up to 18 months after the notification.

13 Payment Instrument limits

13.1 In addition to the Available Balance and possible limits for User(s), limits can apply for specific Payment Instruments. These limits may consist of minimum and/or maximum amounts for which Payment Transactions can be carried out with a Payment Instrument. ING may change such limits and in urgent situations such changes can be applied by ING with immediate effect. ING will inform the Client accordingly.

13.2 ING may assign a validity period to a Payment Instrument and ING is entitled to shorten or extend such validity period at any time.

14 Blocking

In addition to Clause 6 of the General Part, ING is authorised to block the Available Balance, a Payment Instrument or (access to a) Service in case of any of the events as indicated in Clause 6 of the General Part or Clause 33 of this Schedule.

15 Unauthorised Payment Transactions

15.1 Until the Client has notified ING, the Client will bear any loss and/or damage resulting from unauthorised Payment Transactions that result from the use of a lost or stolen Payment Instrument, personalised security feature of a Payment Instrument or any means of access to an ING Channel or, if the Client or User has failed to keep the personalised security features safe, from the misappropriation or unauthorised use of a Payment Instrument.

15.2 Without prejudice to Clause 15.1 and 15.3 of this Schedule and/or any other limitations of liability as stipulated in the Services Documents, when ING is responsible for the execution of a Payment Transaction and has established that such Payment Transaction has not been authorised by the Client, ING will promptly refund the Client the amount of such unauthorised Payment Transaction. Where applicable, ING will restore the Account to the state it would have been in had the unauthorised Payment Transaction not taken place.

15.3 The Client shall bear any loss and/or damage relating to any unauthorised Payment Transaction if incurred by acting fraudulently or by failing to fulfil one or more of its obligations under Clause 12 of this Schedule intentionally or with gross negligence. If so, the Client shall be liable for any loss, damage, costs and expenses incurred by ING as a result thereof or to prevent further loss and/or damage to ING or third parties.

15.4 When ING demonstrates, in accordance with Clause 10 of the General Part that the Payment Transaction has been executed through the use of a Payment Instrument made available to the Client or User, the Client is deemed to have authorised and consented to the Payment Transaction.

15.5 The Client expressly acknowledges and agrees that if ING receives a Payment Order through a third party Channel it may rely that it is issued by authorised persons. The Client may not claim with ING that a Payment Transaction based on such Payment Order was unauthorised.

16 Defective execution of Payment Transactions

16.1 Unless agreed otherwise, ING, if responsible for the execution of Payment Orders, will be liable to the Client for the correct execution of such Payment Orders initiated by or on behalf of the Client, unless it can prove to the Client, and where relevant to the Beneficiary's PSP, that the Beneficiary's PSP received the amount of the Payment Transaction within the maximum execution timelines of Clause 4 of this Schedule.

16.2 If ING is liable for the defective execution, it will refund the Client the amount of the defectively executed Payment Transaction without undue delay and, where applicable, restore the Account to the state it would have been in had the defectively executed Payment Transaction not taken place.

17 Interest

17.1 ING will only credit interest to an Account that has been agreed by ING and the Client to be interest bearing.

17.2 Credit interest may be negative, in that case the Client shall pay either interest or a fee for maintaining any Credit Balance to ING on the interest payment dates as agreed upon in the Services Documents.

17.3 The Client is obliged to pay debit interest on a Debit Balance. If the relevant reference rate (e.g. Euribor or Libor) is below zero, such reference rate will be deemed zero.

17.4 The credit and debit interest rate shall be determined by ING. Changes in the interest rates can be applied with immediate effect and without prior notice.

17.5 A Debit Balance exceeding an agreed credit limit (or if none, any Debit Balance) constitutes an unauthorised Debit Balance. An unauthorised Debit Balance is immediately due and payable without prior written notice being required and default debit interest rates apply and shall accrue until repayment of the unauthorised Debit Balance. The existence, even for a short period, of an unauthorised Debit Balance does not imply that the Client has any right to a credit limit.

17.6 Information regarding the applicable credit, debit and default interest rates, the interest periods and interest payment dates can be found in the applicable Services Documents, Tariff Brochure and/or the Website of the ING Office.

18 Charging principles for international Payment Transactions

18.1 A distinction can be made between three types of charging principles with respect to the costs of the execution of international Payment Transactions:

- Shared Cost (SHA): the Client pays the costs of ING and the Beneficiary pays the other costs;
- Our Cost (OUR): the Client, initiating the Payment Order, pays all costs involved;
- Beneficiary Cost (BEN): the Beneficiary pays all costs involved.

18.2 When ING executes an international Payment Transaction from the Account (i) in euro or in another EEA currency to an account held with a PSP located in an EEA country or (ii) in euro to an account held with a PSP located in a SEPA Country, the transaction will be executed by ING based on SHA, even if the Client has opted for OUR or BEN.

18.3 International Payment Transactions which do not fall under Clause 18.2 of this Schedule shall be executed by ING in accordance with the choice for OUR, SHA or BEN as specified in the Payment Order. If no choice is made the Payment Transaction will be executed on the basis of SHA.

18.4 ING will charge the costs for incoming Payment Transactions to the Client in accordance with the instructions received with that

transaction. ING has the right to deduct the amount of the costs from the transaction amount, but shall specify these amounts separately.

19 SEPA Direct Debit Core and SEPA Direct Debit B2B

- 19.1 The Client's Account, provided it is held in euro, can be debited based on a SEPA Direct Debit Core or a SEPA Direct Debit B2B depending on the specifications in the Client's mandate to such Direct Debit.
- 19.2 The Client is deemed to have consented to a Direct Debit by issuing its Direct Debit mandate to the Beneficiary. Mandates can only be revoked with the Beneficiary and not with ING.
- 19.3 The Client must submit to the ING Office where its Account is held, in the manner as required by such ING Office, either a copy of the SEPA Direct Debit B2B mandate or information regarding such mandate. The Client must further submit specific instructions relating to that mandate and any revocations and amendments thereto. All such information must be submitted as soon as possible and at the latest the Business Day preceding the day the (next) Direct Debit under the mandate has been scheduled.

20 Refund of a Direct Debit

- 20.1 ING will refund a Direct Debit at the Client's request submitted in accordance with Clause 20.3 of this Schedule, irrespective of the underlying reason for such request. A SEPA Direct Debit B2B cannot be refunded at the Client's request.
- 20.2 ING has the right at its own initiative to reverse a Direct Debit, including a SEPA Direct Debit B2B.
- 20.3 The Client must, in the manner indicated by ING, file a request to refund a Direct Debit with the ING Office where its Account is held within 8 weeks from the date on which the funds were debited from the Account.
- 20.4 ING shall credit the total amount of the Direct Debit to the Account of the Client within a maximum of ten Business Days after the receipt of a timely and correctly submitted request to refund such Direct Debit.
- 20.5 In the event of a refund or reversal of a Direct Debit, no compensation shall be paid for expenses or interest that has been charged to the Client. Furthermore, no credit interest shall be paid over the amount of the refund or reversal.

21 Unauthorised Direct Debit

In the event that the period to request a refund of a Direct Debit as specified in Clause 20 of this Schedule has expired and the Client claims that the Direct Debit was unauthorised, the procedure set out in Clause 31 of this Schedule will apply. However, the Client cannot claim with ING that a SEPA Direct Debit B2B was unauthorised, if it has failed to inform the ING Office in accordance with Clause 19.3 of this Schedule of specific instructions relating to the relevant mandate or any revocation or amendment thereof in a timely and correct manner.

22 Direct Debit block by the Client

- 22.1 If requested ING will apply to, or remove from the Account, a selective or general Direct Debit block. A selective block can be a blacklist block or a whitelist block. As a result of a blacklist block, any Direct Debit to the credit of a Unique Identifier, Beneficiary identification number, mandate identification number or to the credit of accounts held with a PSP in a certain country will not be executed. As a result of a whitelist block, no Direct Debit will be executed, except for Direct Debits to the credit of those Beneficiary identification numbers (if applicable, in combination with specific mandate identification numbers) which the Client has expressly communicated to ING. As a result of a general block, no Direct Debit will be executed.
- 22.2 The Client must submit a request to apply or revoke a selective or general Direct Debit block in the manner as indicated by ING. A Direct Debit block shall come into effect no later than the following Business Day after receipt of such request provided it has been received before the Cut-off Time.

23 Direct Debit block by ING

ING has the right at its reasonable discretion to apply a general or selective Direct Debit block to the Account. ING shall notify the Client as soon as possible stating the reasons for the block and if necessary which measures the Client should take to lift the block, unless such communication would compromise objectively justified security reasons or is restricted or prohibited by applicable laws or regulations.

24 Cheques

- 24.1 If agreed, the ING Office will make Cheques available to the Client.
- 24.2 The Client is deemed to have consented to a Payment Transaction based on a Cheque by completing and signing the Cheque and providing it to the Beneficiary. The Client's Account will, subject to these Conditions and any limitations regarding the execution of Payment Orders and Payment Transactions, be debited based on such Cheque presented by or on behalf of the Beneficiary to ING for payment.
- 24.3 A completed and signed Cheque is a Payment Instrument. In addition to the provisions relating to Payment Instruments the following applies to the use of Cheques:
- (i) the Client may only use Cheques issued or approved by ING;
 - (ii) the Client may not put a future date on a Cheque;
 - (iii) ING shall not be liable for any loss or damage incurred by the Client as a result of ING paying a Cheque before the date inserted on it or as a result of the counterfeiting, forgery or fraudulent use of Cheques;
 - (iv) the Client shall without undue delay notify the ING Office in accordance with Clause 5.8 of the General Part on becoming aware of any loss, theft, misappropriation or unauthorised use of a Cheque;
 - (v) the Client may revoke or stop payment of a Cheque in accordance with and subject to any restrictions in applicable laws and regulations before it has been presented by or on behalf of the Beneficiary to ING for payment. ING may apply a fee for revoking or stopping a Cheque as specified in the Tariff Brochure; and
 - (vi) the Client must return to ING any unused Cheques upon termination of (the Payment Service relating to) the Account.

25 Cash deposits

- 25.1 If the Service of cash deposits is available with the ING Office, the Client may if agreed during office hours on Business Days make cash deposits in the currency of the Account into the Account at the counter of the ING Office, if available, at a cash deposit machine on the premises of the ING Office, or in any other manner specified by the ING Office, provided the currency of the deposit is the lawful currency of the jurisdiction of the ING Office. The Client may make a deposit in another currency if so agreed by the ING Office.
- 25.2 When the Client deposits cash in accordance with Clause 25.1 of this Schedule, the Client gives its consent to ING to execute the Payment Order by signing the relevant form, entering its Electronic Signature or via any other method as required by ING. The Client may not subsequently revoke the Payment Order.
- 25.3 ING may impose restrictions regarding the minimum and/or maximum amount in coins and number of banknotes that may be deposited at a cash deposit machine. If the Client wishes to deposit coins at the counter of an ING Office or through other accepted means, additional requirements/restrictions may apply.
- 25.4 Cash that is deposited by the Client is counted and its authenticity may be verified. ING is obliged to confiscate counterfeit coins and banknotes and will not credit these to the Account nor will it provide any compensation for the confiscated coins and banknotes.

25.5 The Client will receive a receipt specifying the amount deposited. A transaction slip from a cash deposit machine is for information purposes only and the Client may not derive any rights therefrom. Notwithstanding Clause 30 and 31 of Schedule Payment Services, if the referenced amount is incorrect, the Client must report this immediately at the counter of the ING Office.

25.6 Cash deposits in the currency of the Account made on a Business Day will be credited to the Account at the latest the following Business Day, after which the amount is at the Client's disposal.

26 Cash withdrawals

26.1 If the Service of cash withdrawals in banknotes and/or coins is available with the ING Office, the Client may if agreed withdraw from the Account an amount in the currency of the Account during office hours on a Business Day at the counter provided the amount withdrawn is in the lawful currency of the jurisdiction of the ING Office. The Client may make a withdrawal in another currency if so agreed by the ING Office. Amounts withdrawn will be debited from the Account the same day.

26.2 When the Client withdraws cash in either banknotes or coins, the Client gives its consent to ING to execute the Payment Order by signing the relevant form and/or entering its Electronic Signature. The Client may not subsequently revoke the Payment Order.

26.3 In the event of withdrawals at the counter of an ING Office exceeding a specific amount, in certain banknote denominations or in a large amount of coins, ING may require that the Client notifies ING at least three Business Days in advance. ING may impose further restrictions regarding cash withdrawals.

27 Channels

27.1 If agreed, ING shall enable the Client to use an ING Channel to submit Payment Orders to and receive account-information from ING or third party PSP's. These services are only available with regard to Accounts added to the ING Channel.

27.2 If agreed, ING shall enable the Client to use a third party Channel to submit Payment Orders regarding an Account held with ING and/or ING will provide information through a third party Channel.

27.3 The services as indicated in this Clause 27 of this Schedule are only available if an agreement to forward, receive and execute Payment Orders and information is in full force and effect between ING and such PSP.

28 ING Channels and third party PSP's

28.1 This Clause 28 only applies in case an ING Channel is used by the Client to initiate Payment Orders or receive information with respect to an Account held with a third party PSP.

28.2 ING shall forward Payment Orders to third party PSP's and/or make available information from third party PSP's provided that:

- the use of the ING Channel for these services has been agreed;
- a Payment Order is given in compliance with the requirements and instructions of ING;
- the Accountholder has authorised the Client to add the Accountholder's Account(s) held with a third party PSP to the ING Channel, dispose of such Account(s), forward Payment Orders and/or receive information with respect to such Account(s); and
- the Accountholder has authorised the third party PSP where the Account is held to execute Payment Orders forwarded by ING and send information regarding the Account to ING.

28.3 The Client herewith expressly acknowledges and agrees that ING may rely that all authorisations as specified in this Clause are in full force and effect until ING has received written notice to the contrary.

28.4 The Client authorises ING to forward a Payment Order by entering its Electronic Signature or other agreed means of authorisation and submitting it or otherwise completing the initiating of the Payment Order.

28.5 Unless otherwise indicated in the Services Documents, ING shall forward a Payment Order to the third party PSP upon its receipt. In the event that the Payment Order is not received on a Business Day or is received after the relevant Cut-off Time, the Payment Order is deemed to have been received on the following Business Day.

28.6 ING shall only be responsible for forwarding the Payment Order to the third party PSP. ING is not liable for conformity of the forwarded Payment Order with the format standards as specified by the third party PSP. The execution of forwarded Payment Orders shall be subject to the conditions of the third party PSP and ING is not responsible for the execution of those instructions or liable for the actions of such third party PSP.

28.7 Unless otherwise indicated in the Services Documents, a Payment Order (to be) forwarded by ING may not be revoked with ING. Revocation of a Payment Order is only possible directly with the third party PSP responsible for the execution of the Payment Order and subject to its conditions.

29 Account information

ING will inform the Client of the Payment Transactions, including costs, fees and the Balance on its Account, and, if the Client is so authorised, a third party Account with ING with the frequency and in the manner as agreed. The Client can choose from the options that ING offers at the rates as specified in the Tariff Brochure. If agreed, ING will provide such information through the Channel of the Client or a third party.

30 Checking the information on Payment Transactions

The Client is obliged to check the information regarding Payment Transactions regarding an Account held with ING that has been provided to it by or on behalf of ING promptly when provided. If made available through a Channel the Client is obliged to check the information regularly and at least once a week. The Client is obliged to verify whether Payment Transactions have been executed by ING correctly and whether it has authorised the Payment Transactions that have been debited from the Account held with ING.

31 Contesting and approving of Payment Transactions

31.1 This Clause only applies to Payment Transactions regarding Accounts held with ING.

31.2 If the Client contests any of the information regarding Payment Transactions provided or made available to it by or on behalf of ING, or detects any incorrectly executed or unauthorised Payment Transaction, it must inform ING thereof without undue delay and no later than within a period of two months and take all reasonable measures to prevent any loss and/or damage. The period of two months starts on the Book Date or, if there is no Book Date, as from the date the relevant information has been provided or made available.

31.3 After the expiry of the period of two months referred to in Clause 31.2 of this Schedule, the Client is deemed to have approved the data and information provided or made available by or on behalf of ING as well as the Payment Transactions regarding the Account.

31.4 After the Client has notified ING in accordance with Clause 31.2 of this Schedule, ING will, at the Client's request, make immediate efforts to trace the Payment Transaction and inform the Client of the outcome.

32 Liability

32.1 In addition to the Clause 20.1 of the General Part, direct losses and damages only comprise, and ING will only be liable for:

- the costs of execution of the Payment Transaction;
- the interest that is charged by ING or which the Client does not receive from ING as a result of the non-execution,

unauthorised or defective execution of the Payment Transaction; and/or

- any exchange rate loss.

All other liability of ING arising out of, or in relation to, Payment Services and/or this Schedule is hereby excluded.

- 32.2 ING is not liable for unauthorised or defectively executed Payment Transactions if the Client has failed to inform ING thereof in accordance with Clause 31 of this Schedule.

33 Term and termination

- 33.1 In addition to the termination grounds as indicated in Clause 26 of the General Part, ING is authorised to terminate the Agreement or terminate or suspend any specific Service, without being required to pay damages or any form of compensation, in case of the event as indicated in Clause 10.5 of this Schedule.

- 33.2 ING will upon termination of (the Payment Service relating to) the Account not be obliged to close the Account and/or repay any Credit Balance if for whatever reason the Account and/or (part of) the Available Balance has been blocked or the period for reject of Cheques credited to the Account has not expired.

- 33.3 ING is upon termination of the (Payment Service relating to) the Account entitled to convert any Balance into the lawful currency of the jurisdiction of the ING Office where the Account is held and book such Balance to another (new or existing) account with such ING Office. ING will determine the value on the basis of an exchange rate set by ING.

- 33.4 ING has the right to charge costs and fees as indicated in the Tariff Brochure for the termination of the Agreement or Payment Service.

- 33.5 ING has the right to close an Account and terminate the related Service without a notice period if during a period of 12 months no Payment Transaction has been executed on the Account.

- 33.6 As from the moment of closure of the Account ING shall not pay interest on any Credit Balance. Any Debit Balance is immediately due and payable and debit interest shall continue to accrue until actual payment of the Debit Balance.

34 Definitions

In addition to the defined terms in Clause 29 of the General Part capitalised terms in this Schedule shall have the following meaning:

Batch Payment Order

A Payment Order containing multiple Payment Orders and solely for Schedule SEPA Direct Debit Collections a Payment Order containing multiple Payment Orders of the same type for credit of the same Account on the same Due Date.

Beneficiary

The person who is recipient of the funds to which a Payment Transaction pertains.

Book Date

The date upon which a Payment Transaction and the resulting change in the Balance is processed in the Account.

Cheque

A written and unconditional order from one party (the drawer) requiring another party (the drawee) to pay a specified amount to a certain person or to the bearer of the order.

Credit Balance

The amount that the Client can claim from ING as a result of a positive Balance on the Account.

Cut-off Time

The point in time on a Business Day prior to which a Payment Order, Instruction, Payment Transaction, revocation or blocking request or other instruction or communication needs to be received by the ING Office for the execution of such instruction to start on the same Business Day.

Direct Debit

A Payment Transaction initiated by the Beneficiary on the basis of the Client's mandate given to the Beneficiary (and the Beneficiary's PSP and/or ING) to be debited from the Account and credited to an account of the Beneficiary.

EEA

The countries that form the European Economic Area from time to time. At the date of publishing these Conditions the EEA consists of the countries of the European Union, Iceland, Liechtenstein and Norway.

SEPA Direct Debit B2B

A Direct Debit in euros (to be) processed based on the SEPA B2B Direct Debit Rulebook as issued by the European Payments Council.

SEPA Direct Debit Core

A Direct Debit in euros (to be) processed based on the SEPA Core Direct Debit Rulebook as issued by the European Payments Council.

SEPA Country

A country that forms part of the Single Euro Payments Area from time to time.

Unique Identifier

The combination of letters, numbers and/or symbols the Client must provide in the Payment Order to unambiguously identify the account of the Beneficiary to enable a PSP to execute the requested Payment Transaction. Depending on the Payment Service used the Unique Identifier consists, to the exclusion of any other element, of (i) the national accountnumber or (ii) the International Bank Account Number (IBAN), in either case together with the Bank Identifier Code (BIC), to the extent required.

Value Date

The date as from which a Payment Transaction is taken into account for the calculation of interest (if applicable).

Schedule SEPA Direct Debit Collections

1. Scope

- 1.1. If agreed, the ING Office will provide the Service "SEPA Direct Debit Collections".
- 1.2. SEPA Direct Debit Collections is a Service by which the Client can initiate Payment Orders to collect funds with its Debtors on the basis of a Mandate provided by such Debtors.
- 1.3. The conditions in the General Part, the Schedule Payment Services and this Schedule apply to the Service "SEPA Direct Debit Collections".
- 1.4. Any reference in this Schedule to "Agreement" is a reference to the Agreement regarding SEPA Direct Debit Collections.

2. Requirements for the Client

- 2.1. To be able to initiate SDD collections, the Client must have a valid and correct Creditor Identifier. Information how a Creditor Identifier can be obtained is available at ING. The Client shall comply with the requirements and procedures set by ING and with the rules of the most recent version of the relevant SEPA Direct Debit Rulebook. ING may amend its requirements and procedures at any time. ING shall give the Client prior notice thereof and specify within what period the Client must comply with the amended requirements or procedures.
- 2.2. The Client shall provide the Debtor with all relevant information about the SDD, including its Creditor Identifier and the unique Mandate reference, before submitting the first Payment Order relating to a Mandate. Furthermore, at least 14 calendar days prior to the Due Date of each SDD the Client shall give the Debtor notice of that Due Date and the amount of such SDD, unless another timeline is agreed between the Client and the Debtor.
- 2.3. ING is not a party to the underlying agreement between the Client and the Debtor. Any dispute between the Client and the Debtor concerning that agreement the Mandate and related payments, including any Refusal, Refund or Reject must be settled directly between the Client and the Debtor, without any involvement of ING.
- 2.4. The Client undertakes to limit the number of Refunds and Returns on an annual basis to a maximum of 2% each of the total number of Payment Orders.

3. Mandates

- 3.1. To initiate an SDD collection from the account of a specific Debtor, the Client must have a valid and duly signed Mandate from that Debtor. A Mandate must comply with ING's requirements, the rules of the relevant SEPA Direct Debit Rulebook and applicable laws and regulations. The Client shall be liable for the consequences of an invalid or incorrect Mandate.
- 3.2. The Client shall archive the original Mandate, any amendment thereto and, where applicable, information regarding its cancellation or expiry for the longer of the minimum retention period as required by applicable law and a period of 14 months after cancellation of the Mandate. Upon ING's or the Debtor PSP's request, the Client shall supply the original Mandate, a copy thereof and/or any other relevant information regarding an SDD collection within 7 Business Days. The obligations of this Clause 3.2 shall survive any termination of the Agreement.
- 3.3. If the Debtor revokes the Mandate, the Client shall immediately cease to submit Payment Orders and revoke any outstanding Payment Orders relating to such Mandate.
- 3.4. If the Client receives a request from or on behalf of the Debtor to debit future SDDs from another account held in the Debtor's name, it shall exclusively submit Payment Orders for debiting the Debtor's account specified in such request. The Client shall archive such request together with and as part of the Mandate in accordance with Clause 3.2 of this Schedule.

4. Submitting Payment Orders

- 4.1. An SDD can be a one-off collection or a collection in a series of recurring collections from the account of the same Debtor under the same Mandate. For a SEPA Direct Debit Core, a Payment Order for a one-off collection or the first collection in a series of recurring collections, as well as the first Payment Order submitted after the Client has received a request in accordance with Clause 3.4 of this Schedule must be received by ING at least 5 Business Days prior to the Due Date specified in such Payment Order. Payment Orders for subsequent collections in a series of recurring collections must be received by ING at least 2 Business Days prior to the Due Date specified in such Payment Orders. For a SEPA Direct Debit B2B, any Payment Order must be received by ING at least 1 Business Day prior to the Due Date specified in such Payment Order. For Batch Payment Orders deviating periods and specific Cut-Off Times may apply.
- 4.2. ING will forward the Payment Order to the Debtor PSP in accordance with the relevant SEPA Direct Debit Rulebook. In the event that a Payment Order is received after the applicable Cut-Off Time on the relevant Business Day in accordance with Clause 4 of this Schedule, ING may adjust the Due Date of such Payment Order in order to bring it in line with the timelines applicable to SDD under the relevant SEPA Direct Debit Rulebook. If the Due Date specified in the Payment Order is not a Business Day, ING may reschedule the Due Date to the next Business Day.
- 4.3. Without ING's prior written consent, the Client may not:
 - submit Payment Orders that exceed the maximum amount for each Payment Order as specified in the Agreement;
 - submit Batch Payment Orders with (i) an aggregate amount exceeding the maximum amount for each Batch Payment Order as specified in the Agreement, or (ii) a higher number of Payment Orders than the maximum number of instructions for each Batch Payment Order as specified in the Agreement; or
 - submit (Batch) Payment Orders during a period with an aggregate amount exceeding the maximum amount specified in the Agreement for that period.
- 4.4. The Client shall supply with each Payment Order its Creditor Identifier, its Unique Identifier, the Debtor's Unique Identifier and any other required information related to the Mandate as specified by ING, and shall submit such Instruction in accordance with (i) the parameters agreed in the Agreement, (ii) the applicable format requirements and (iii) the other procedures and requirements set by ING.

5. Execution of Payment Orders

- 5.1. The execution of a Payment Order results in the crediting of the Client's Account and the debiting of the Debtor's account on the Due Date. However, the execution of a Payment Order may be prevented by a Reject or a Refusal. For the avoidance of doubt, ING may also refuse or suspend the execution of a Payment Order in accordance with Clause 7 of the Schedule Payment Services.
- 5.2. ING will Reject a Payment Order if:
 - no amount has been credited to the Client's Account under the Mandate to which such Payment Order relates during a continuous period of 36 consecutive months;
 - ING has received the Payment Order more than (i) 5 Business Days after the Due Date specified in the Payment Order if it concerns a SEPA Direct Debit Core or (ii) 2 Business Days after the Due Date specified in the Payment Order if it concerns a SEPA Direct Debit B2B;
 - the Client fails to comply with Clause 4.3 of this Schedule;
 - the Payment Order has been submitted to ING more than 6 months prior to the Due Date specified in such Payment Order; or
 - the Debtor PSP is not reachable for SEPA Direct Debit B2B.
- 5.3. The crediting of the Client's Account as a result of an executed SDD is subject to the condition that the period of 14 months

referred to in Clause 6.1 of this Schedule expires without ING refunding any amount under these Conditions.

6. Refunds

- 6.1. The Debtor is entitled to request via the Debtor PSP a Refund of an executed SEPA Direct Debit Core at the latest 8 weeks after the date on which it was debited from the Debtor's account. ING will accept such request, irrespective of its underlying reason, and refund to the Debtor PSP the amount of the relevant SEPA Direct Debit Core plus an amount to compensate the Debtor PSP for the related interest loss, if the request is received within such period. This refund by ING may take place until 61 calendar days after the execution date of the SEPA Direct Debit Core. The Client is obliged to reimburse ING for the total amount refunded by ING under this Clause to the Debtor PSP and pay for any interest paid or foregone by ING as a result of the crediting of the relevant SDD. To that end, ING is entitled to debit the Client's Account immediately for such amounts, whether or not with a Value Date equal to the date of the crediting of the relevant SDD. This Clause 6.1 does not apply to a SEPA Direct Debit B2B.
- 6.2. The Debtor is entitled to request via the Debtor PSP a Refund of an executed SEPA Direct Debit Core at the latest 13 months after the date on which it was debited from the Debtor's account, based on the claim that such SEPA Direct Debit Core was not authorised by the Debtor. If the Debtor PSP concludes, whether on the basis of the information provided by the Client in accordance with Clause 4.2 of this Schedule or otherwise, that the SEPA Direct Debit Core was executed without the Debtor's authorisation, ING will accept such request and refund to the Debtor PSP the amount of the relevant SEPA Direct Debit Core plus an amount to compensate the Debtor PSP for the related interest loss. This refund by ING may take place until 14 months after the execution date of the unauthorised SEPA Direct Debit Core. The Client is obliged to reimburse ING for the total amount refunded by ING under this Clause to the Debtor PSP and pay any interest paid or foregone by ING as a result of the crediting of the relevant SDD. To that end, ING is entitled to debit the Client's Account immediately for such amounts. This clause 6.2 does not apply to a SEPA Direct Debit B2B.
- 6.3. The Client acknowledges and agrees that under the SEPA Core Direct Debit Rulebook any decision by the Debtor PSP with respect to a Debtor's request as referred to in Clause 6.2 of this Schedule is final. The Client agrees that ING is not responsible or liable for any such decision.

7. Returns

The Debtor PSP is entitled to initiate a Return of an executed SDD in accordance with the relevant SEPA Direct Debit Rulebook. For a SEPA Direct Debit Core the Return may be initiated at the latest 5 Business Days after the execution date of the SDD. For a SEPA Direct Debit B2B this period is 2 Business Days. ING will accept such Return, irrespective of its underlying reason, and refund to the Debtor PSP the amount of the relevant SDD. This refund by ING may take place until 8 Business Days after the execution date of the relevant SDD if the Return concerns a SEPA Direct Debit Core, or until 5 Business Days after the execution date of the relevant SDD if the Return concerns a SEPA Direct Debit B2B. The Client is obliged to reimburse ING for the amount refunded by ING under this Clause to the Debtor PSP and pay any interest paid or foregone by ING to the Client as a result of the crediting of the relevant SDD. To that end, ING is entitled to debit the Client's Account immediately for such amounts.

8. Liability

- 8.1. ING will not be liable for any loss and/or damage resulting from:
 - the Client submitting the same (Batch) Payment Order more than once and the forwarding thereof by ING to the Debtor PSP; or
 - a Reject or Refusal in accordance with Clause 5.1 or 5.2 of this Schedule.

- 8.2. ING will not be liable for the consequences of the execution of a Payment Order and any loss and/or damage arising therefrom, if the Unique Identifier provided by the Client does not belong to the Debtor as intended by the Client.

9. Termination

- 9.1. In addition to Clause 33 of Schedule Payment Services ING is entitled to terminate the Agreement with immediate effect if the relevant Account Agreement is terminated, without being required to pay damages or any form of compensation.
- 9.2. The obligations with regard to Payment Orders submitted before the termination of the Agreement will remain in full force and effect. Any claim that may rise after this Agreement has been terminated by the operation of Clause 6 or 7 of this Schedule will immediately become due and payable.

10. Definitions

In addition to the defined terms in Clause 29 of the General Part or in any other Schedule capitalised terms in this Schedule shall have the following meaning:

Creditor Identifier

The identification number allocated to the Client.

Debtor

The person authorising its account to be debited based on an SDD. For a SEPA Direct Debit B2B a Debtor can only be a legal entity or a person (a non-consumer) acting in its profession or business.

Debtor PSP

The PSP with which the Debtor is holding the account specified in the Mandate.

Due Date

The execution date of an SDD as requested by the Client in the Payment Order.

Mandate

The authorisation given by the Debtor to the Client and (directly or indirectly via the Client) to the Debtor PSP to initiate an SDD for debiting the Debtor's account and to allow the Debtor PSP to comply with such instructions.

Refund

A refund of an SDD at the Debtor's request in accordance with Clause 6 of Schedule SEPA Direct Debit Collections.

Refusal

A refusal of an SDD by the Debtor before its execution, resulting in a Reject by the Debtor PSP.

Reject

A rejection of an SDD by ING, the clearing and settlement mechanism or the Debtor PSP before its execution.

Return

A return of an SDD after its execution at the Debtor PSP's initiative.

SDD

A SEPA Direct Debit Core and/or SEPA Direct Debit B2B.

Schedule Country Specifics Austria

The following additional provisions shall apply to Services provided by ING DiBa Austria, a branch of ING DiBa AG, Frankfurt in/from Austria.

General Part

1. Fees and expenses

Clause 9.4 of the General Part will be replaced with the following "All payments to be made to the Austrian ING Office under the Services Documents shall be calculated and made without set-off or counterclaim, except for counterclaims of the Client against ING that are already due for payment and have been acknowledged by ING in writing or confirmed by an incontestable court decision.

2. Personal Data protection

Any consent given for the processing of Personal Data can be withdrawn at any time.

3. Security Interest

3.1. The Security Interest granted by the Client towards ING pursuant to Clause 19 General Part is a pledge in accordance with Austrian law.

3.2. The Client explicitly agrees that the Austrian ING Office shall be (i) exempted from the legal interdiction of self-contracting, double representation and self-dealing, when exercising the power of attorney of Clause 19.2 of the General Part and (ii) entitled to inform third party debtors at any time in the name of the Client of an assignment or pledge made by the Client in favour of the Austrian ING Office.

4. Applicable law and jurisdiction

The words "of the capital city" in Clause 28.2 is replaced with "the competent court for the first district of the City of Vienna (1010 Wien, Innere Stadt), Austria, in commercial matters".

Schedule Payment Services

5. Information requirements

Parties agree that, other than as explicitly indicated in the Conditions, no further information requirements of ING towards the client are applicable.

Schedule SEPA Direct Debit Collections

6. Direct Debit collections

6.1. In addition to the submission timelines for SEPA Direct Debit Core referred to in Clause 4 of Schedule SEPA Direct Debit Collections, the Client may also submit a Payment Order for a SEPA Direct Debit Core to the Austrian ING Office in accordance with the COR1-timelines specified in the SEPA Core Direct Debit Rulebook. In such a case, the Payment Order shall clearly specify "COR1" in the agreed manner and must be received by the Austrian ING Office at least 1 Business Day prior to the Due Date specified in the Payment Order and before the Cut-Off Time specified by the Austrian ING Office.

6.2. The Client acknowledges and agrees that the COR1-timelines are only available with respect to a SEPA Direct Debit Core to be debited from an account held with a Debtor PSP which is reachable for SEPA Direct Debit Core initiated under such COR1-timelines. Without prejudice to Clause 6 of Schedule SEPA Direct Debit Collections, the Client acknowledges and agrees that the Austrian ING Office will Reject any Payment Order submitted in accordance with the COR1-timelines if the relevant Debtor PSP is not reachable for SEPA Direct Debit Core under the COR1-timelines and that the Austrian ING Office will not be liable for any loss and/or damage resulting from such a Reject.

Schedule Country Specifics Belgium

The following additional provisions shall apply to Services provided by ING Belgium SA/NV in/from Belgium.

General Part

1. Security Interest and set-off

- 1.1. The Security Interest granted by the Client towards ING pursuant to Clause 19 General Part is a pledge in accordance with Belgium law.
- 1.2. In addition to Clause 19 General Part the Client undertakes to grant a pledge and herewith grants a pledge over all present and future claims, on any account whatsoever, against third parties. ING is entitled to give notice of this pledge to the debtors of the pledged claims and to take the necessary action to render this pledge effective against third parties, all this being done at the expense of the Client. The Client undertakes to provide ING, at its first request, with all information and documents relating to such claims and herewith authorises ING to obtain such information or collect such documents from the debtors of the pledged claims.
- 1.3. In addition to clause 19.5 of the General Part, all the transactions that the Client carries out with an ING Office are interconnected. All the accounts opened and held by the same Client regardless the type of account and the applicable conditions, shall constitute in a legal sense sub-accounts of a single and indivisible account. ING may merge the concerning accounts or effect transfers from one account to another as it sees fit.

2. Statute of limitations

Without prejudice to any statutory or contractual provisions which stipulate a shorter period, the right to institute proceedings against ING is forfeited after three years. Such period runs from the date of the transaction or act which gives rise to the dispute.

Schedule Payment Services

3. Execution times

Notwithstanding Clause 4 of Schedule Payment Services, in case of a Payment Transaction in euro initiated electronically between two Accounts held with the Belgian ING Office, the Account of the Beneficiary shall be credited at the latest by the end of the Business Day on which the Payment Order has been received in accordance with Clause 3 of Schedule Payment Services.

Schedule SEPA Direct Debit Collections

4. Direct Debit collections

Prior to submitting the first SDD Payment Order based on a Mandate issued under the Belgian domestic direct debit scheme, the Client shall observe and comply with the migration procedure specified in the latest version of the Belgian migration scheme and inform the Debtor in accordance with Clause 2.2 of Schedule SEPA Direct Debit Collections.

Schedule Country Specifics Bulgaria

The following additional provisions shall apply to Services provided by ING Bank N.V. Sofia Branch in/from Bulgaria.

General Part

1. Security Interest

The Security Interest granted by the Client towards ING pursuant to Clause 19 General Part is a pledge in accordance with Bulgarian law.

2. Receipt and delivery of documents

- 2.1. When ING accepts a Client's order to receive or deliver documents, ING is not liable to the Client or any third person neither for the authenticity, the legal effect, the completeness and/or the punctuality of the contents and/or the translation of such documents, nor for the type, volume or the state of the securities, goods or other items which may be mentioned in the documents.
- 2.2. ING is not liable for the authenticity, the legal effect and/or the punctuality of the documents submitted to it by a beneficiary in case of payment of money or delivering documents to that beneficiary.
- 2.3. When the Client sends documents to ING, only ING's signature and official stamp on such documents or stamp of ING with a date of entry or copies of the documents will be considered evidence of their receipt, respectively for the day of their receipt.

Schedule Payment Services

3. Recurring Payment Order

In addition to Clause 9 Schedule Payment Services, a recurring Payment Order may only, if agreed, be submitted via a Channel and may not be submitted via a written Payment Order.

4. Bulgarian Direct Debit

- 4.1. In addition to Clause 19.1 of Schedule Payment Services, a Direct Debit can also be a Bulgarian Direct Debit, defined as a Direct Debit (not being a SEPA Direct Debit Core or SEPA Direct Debit B2B) in Bulgarian lev (BGN) from the BGN Account of the Client with the Bulgarian ING Office and credited to an account of the Beneficiary held with a PSP in Bulgaria.
- 4.2. In deviation from Clause 20.1 of Schedule Payment Services the Client is only entitled to a refund of a Bulgarian Direct Debit if (i) the mandate for such Direct Debit did not specify an exact amount, and (ii) the amount of the Direct Debit exceeded the amount the Client could reasonably have expected taking into account its previous spending pattern and relevant circumstances of the case. On ING's request the Client will provide evidence to ING regarding aforementioned conditions.
- 4.3. In case the Client's mandate for a Bulgarian Direct Debit has been submitted with the Bulgarian ING Office, the Client is not entitled to a refund when ING has informed the Client in writing about a Payment Transaction based on such Direct Debit four weeks before its execution date.

Other/ Miscellaneous

5. FX transactions

- 5.1. ING may, entirely at its sole discretion, conclude with the Client transactions with spot value for the purchase and sale of foreign currency (the "FX Transaction"). ING and the Client agree to be legally bound by the terms of a FX Transaction from the moment they reach consent on those terms whether verbally or otherwise. Each FX Transaction can be concluded only for a pair of currencies for which the Client has opened current accounts with ING unless explicitly agreed otherwise.

- 5.2. If consent on a FX Transaction is reached then either the Client will have to send ING a confirmation in form and substance approved by ING or ING will generate itself an automatic confirmation which is sent to the Client. ING must receive the confirmation from, respectively sent the confirmation to, the Client on the date of concluding the FX Transaction. The confirmation is sent, respectively received via the channels normally used for communications with the Client like SWIFT, e mail or any other type of electronic messaging. Any such confirmation shall be sufficient evidence of the concluding of the FX Transaction by the parties.
- 5.3. On the settlement date of each FX Transaction, the Client is obliged to pay ING; respectively ING is obliged to pay to the Client, the value of the currency purchased under the FX Transaction.
- 5.4. In the event the Client does not perform its obligations to pay under a FX Transaction or defaults in respect of an obligation under any agreement with ING, then ING is entitled to execute, in the name and for the account of the Client, an inverse FX Transaction to the agreed original FX Transaction applying the effective buy or sell rate as announced in the bulletin of ING as at the moment of execution of such inverse FX Transaction.
- 5.5. If there occurs a negative difference between the value of the currency to be debited from the account of the Client with ING in respect of the FX Transaction and the value of the currency to be credited to the account of the Client with ING in respect of the executed inverse FX Transaction, then the Client is obliged to pay to ING the amount of such negative difference. If the currency of the account(s) of the Client is different from that of the existing negative difference, ING is hereby entitled to purchase (at ING's selling rate for the currency of the debt) an amount in the currency of such negative difference (not exceeding the amount thereof) with the currency of such account(s) and may debit the cost of such purchase from such account(s).

Schedule Country Specifics Czech Republic

The following additional provisions shall apply to Services provided by ING Bank N.V. Czech Republic Branch in/from the Czech Republic. Further information about ING Office can be found at <http://www.ingwholesalebanking.cz>

General Part

1. Updated conditions

As of the date of effectiveness of these Wholesale Banking Conditions, the "General Terms and Conditions of ING Bank N.V., Prague Branch" and the "ING Conditions for Payment Services" have been restated, merged and renamed in these Wholesale Banking Conditions and any reference in any existing agreement between the Client and the Czech ING Office to such General Terms and Conditions or the ING Conditions for Payment Services should be construed as a reference to these Wholesale Banking Conditions.

2. Explicit acknowledgement and agreement/no weaker party

- 2.1. The Client expressly accepts ING's right to unilaterally amend the Conditions and the Tariffs and Tariff Brochure in the way set out for this purpose in Clause 2.2 (availability and amendments) and 9.1 (fees and expenses) of the General Part. The Client furthermore expressly accepts the provisions set out in Clauses 3 (general obligations and undertakings), 4.3 (electronic communication), 5 (use of authorisation instrument), 6.3 and 6.4 (blocking), 8 (conditional credit), 9 (fees and expenses), 10 (statements, bank records and recordings), 11.3, 11.4 and 11.6 (power of attorney), 12 (communication), 13 (use of forms and formats), 14 (processing of information and bank secrecy), 15 (personal data protection), 16.1 (intellectual property rights), 17 (system requirements and security), 18 (joint and severability), 19.3, 19.5 and 19.6 (obligation to provide collateral, set-off and further acts), 20 (limitation of ING's liability), 21 (indemnity), 22 (force majeure), 23.2 (third parties), 24 (transferability), 26 (term and termination) and 28 (applicable law and jurisdiction) of the General Part of these Conditions.
- 2.2. The Client represents that it is not and is not to be considered a weaker party (in Czech: slabší strana) under or in relation to the Conditions.
- 2.3. Sections 1799 and 1800 of the Czech Civil Code shall be disapplied.

3. Trustee

In addition to the obligations of the Client pursuant to Clause 3 General Part, if the Client acts as a trustee (in Czech: svěřenský správce) it shall notify this fact to ING and shall provide ING upon its request a copy of the statute of the trust (in Czech: svěřenský fond) and any other documents requested by ING.

4. Power of attorney

- 4.1. Clause 11.5 of the General Part is not applicable.
- 4.2. In addition to clause 11.4 of the General Part, with respect to any power of attorney or authorization granted by the Client to any User or other attorney to do business with ING on the Client's behalf, the Client hereby agrees (and ensures, that any such User or attorney will agree), that in case the Client (or its attorney, who is a legal entity) is terminated (for example due to a merger), any such power of attorney or authorization is not extinguished, if the Client's (or such attorney's) rights and obligations (or the respective part of them) were passed to or assumed by its legal successor; the same applies with respect to any power of attorney or authorization based on a right of substitution granted in such (principal) power of attorney or authorization.

5. Security Interest

- 5.1. Clauses 19.1 and 19.2 of the General Part are not applicable.
- 5.2. Section 1888 (2) of the Czech Civil Code shall be disapplied.

6. Liability

Clause 20.2 of the General Part is herewith amended by adding the following at the end if this Clause: "In addition, ING shall only be liable to the Client for actual loss. ING shall not be liable for any loss of profit or other than proprietary loss."

7. Transferability

Clause 24.1 of the General Part is herewith amended by adding the following at the end if this Clause: "ING may in addition also transfer or assign the full Agreement or any other agreement concluded with the Client to any third party, while the Client may, in accordance with Section 1899 of the Czech Civil Code, only refuse the release of ING from its obligations upon the transfer or assignment of the respective agreement if the third party (the transferee or assignee) has a monetary obligation to the Client from the assigned agreement and, at the moment of transfer or assignment, the third party's ability to meet the obligation is materially lower than ING's."

8. Statute of limitations

ING rights from, or related to, a contractual relation with the Client shall be subject to the statute of limitations after 15 years from the date when ING could first exercise such right.

Schedule Payment Services

9. Unique identifier

In addition to the definition of Unique Identifier, for a domestic Payment Transaction in the Czech Republic part of the Unique Identifier will be the bank code of the relevant PSP in the Czech Republic.

10. Czech Republic Direct Debit

In addition to Clause 19.1 of Schedule Payment Services, a Direct Debit can also be a Czech Direct Debit, defined as a Direct Debit (not being a SEPA Direct Debit Core or SEPA Direct Debit B2B) in CZK from the CZK Account of the Client with the Czech ING Office and credited to an account of the Beneficiary held with a PSP in the Czech Republic.

11. Termination

In addition to Clause 33 of Schedule Payment Services, after termination of the relevant Agreement or Service, ING shall settle claims and debts relating to the Account and the Account shall be closed and the Balance shall be disposed of in accordance with instructions from the Client. Unless the Client instructs ING how to deal with the Balance after the Account is closed, the ING Office shall keep evidence of such a Balance without paying any interest. After expiration of the legal limitation period the rights of the Client to the Balance on the closed Account shall expire. The Client may instruct ING to submit the Balance from the Account till the end of the limitation period, upon which ING will make (adding the costs associated to maintaining such a Balance) payment of the Balance as requested by the Client.

12. Explicit acknowledgement and agreement

The Client expressly accepts the provisions set out in Clauses 2.6 and 2.7 (execution of payment orders based on unique identifier), 5.2 (conditional credit), 7 (refusal, suspension and forwarding of payment orders), 12 (use of a payment instrument), 13 (payment instrument limits), 14 (blocking), 15 (unauthorized payments transactions), 16.2 (defective execution of payment transactions), 17 (interest), 18 (charging principles for international payment transactions), 23 (direct debit block by ING), 24 (cheques), 28.3 and 28.6 (third party PSP's), 30 (checking the information on payment transactions), 31.2 and 31.3 (approving of payment transactions), 32 (liability), 33 (term and termination) of Schedule Payments Services.

Schedule Country Specifics France

The following additional provisions shall apply to Services provided by ING Bank N.V., French Branch in/from France.

General Part

1. Security Interest and set-off

- 1.1. The Security Interest granted by the Client towards ING pursuant to Clause 19 General Part is a pledge in accordance with French law.
- 1.2. In addition to clause 19.5 of the General Part, all the transactions that the Client carries out with an ING Office are interconnected. All the accounts opened and held by the same Client regardless the type of account and the applicable conditions, shall constitute in a legal sense sub-accounts of a single and indivisible account.

Schedule Payment Services

2. Payment Orders in writing

In addition to Clause 2 and 9 of Schedule Payment Services, all Payment Orders will, unless agreed otherwise, have to be initiated via a Channel. If all applicable Channels are unavailable Payment Orders in euro may be initiated in writing, subject to the prior signature of the appendix to the account agreement for payment instructions sent by post, fax or email.

3. Account information

In addition to Clause 29 of Schedule Payment Services, if so agreed, statements shall be available to the Client on a secured internet area.

4. Termination/dormant accounts

In addition to Clause 33.5 of Schedule Payment Services, in accordance with the provisions of articles L. 312.19 and L.312-20 of the French Monetary Code, ING Bank N.V., French branch shall transfer to the "Caisse des Dépôts et Consignations" the available funds on the dormant Accounts which are inactive for at least ten years starting from the date of last Payment Transaction.

5. Receiving payment of cheques

Cheques payable to the Client shall be credited to the Account subject to clearance: any credit shall therefore be given under usual reserve. Without prejudice to the foregoing, ING reserves the right to credit the Account only after receipt of the corresponding funds, especially in the case of a cheque drawn on a foreign bank. Cheques shall be paid into the Account only if they are made out to the Client's company name, trade name or brand name (in the two latter cases, the Client shall provide ING with evidence that it uses said trade name or that it owns the brand name).

6. Stopping the payment of a cheque

In addition to Clause 24 Schedule Payment Services, the Client shall be liable for all the consequences of any loss, theft or fraudulent use of Cheques forms until ING has received notice by letter, fax to 33 (0) 1 57.22.62.01 or email to moyensdepaiements@ing.fr to stop payment, giving the reason for wishing to stop payment and providing the information making it possible to identify the Cheque(s) involved. ING shall be entitled to freeze the funds for the Cheque(s) in question until a Court has ruled on the merits of the case, or the Client has withdrawn the stop notice.

7. Cheques issued with insufficient funds

- 7.1. In the event a Cheque is issued with insufficient funds, ING shall inform the Client by any means before it refuses payment of said Cheque.

In accordance with the regulations in force, if ING decides to refuse payment of a Cheque, it must:

- (i) send the Client a letter requesting it to return the Cheque forms in its possession to all the banks of which it is a Client in France,
- (ii) prohibit it from issuing Cheques other than Cheques used to withdraw funds until the situation has been rectified or for five years as from legal notice to this effect,
- (iii) inform representatives that hold Cheque forms that the Client has informed it that they could no longer issue Cheques on the Account,
- (iv) inform the Banque de France of the incident.

At the end of a period of 30 days from the first presentation of the Cheque, the Beneficiary of the unpaid Cheque may, if a further presentation is unsuccessful, ask ING to issue him with a certificate of non-payment to enable him to obtain payment of the Cheque by action of a judicial officer (huissier de justice) or failing this, a writ of execution.

- 7.2. In order to regularise the payment incident, the Client must pay the amount of the unpaid Cheque or deposit sufficient available funds for the Cheque to be paid.
- 7.3. ING may, at the Client's request, cancel the reporting of the payment incident to the Banque de France where refusal to pay or the issuing of a non-payment certificate is due to an error by ING, or where the absence of funds or insufficiency of funds is due to an event for which it has been established that the Client was not responsible. The Client may, furthermore, institute proceedings before the relevant court to obtain the lifting of the prohibition.

Other/ Miscellaneous

8. Bills of exchange

- 8.1. If agreed, the France ING Office will provide Services regarding bills of exchange.
- 8.2. For this Schedule the term bills of exchange will mean: an unconditional order in writing, addressed by one person to another, signed by the person giving it, requiring the person to whom it is addressed to pay on demand, or at a fixed or determinable future time, a sum certain in money to or to the order of a specified person, or to bearer.
- 8.3. ING shall pay bills of exchange if duly and properly issued by the Client.
- 8.4. ING shall collect payment of bills of exchange created or endorsed in favour of the Client and credit such payment to the Account, subject to clause 8 General part and Clause 5.2 Schedule Payment Services.

In case ING does not unconditionally receive the relevant amount of the Bill of Exchange free at its disposal, or if the Bill of Exchange is not accepted by the drawee ING, may, without prior notification, reverse the credit entry by debiting the same amount from the Account.

If, at the time of such reversal, the Available Balance on the Account is sufficient to cover the amount reversed, ING shall cancel the endorsement in its favour or shall re-endorse the bills of exchange in question without guarantee in favour of the Client and shall return them to the Client. If the Available Balance is insufficient the reversal may lead to an unauthorised Debit Balance, without prejudice to any other rights ING may have regarding such bill of exchange.

8.5. ING will not be liable for carrying out presentation formalities, either for acceptance or for payment, and shall not be required to protest non-payment. ING will not be liable for any loss or damage in the event of failure to present bills of exchange on the correct date or in the event of late notice of non-payment or failure to accept bills of exchange bearing the Client's signature.

Schedule Country Specifics Germany

The following additional provisions shall apply to Services provided by ING Bank, a Branch of ING-DiBa AG in/from Germany.

General Part

1. Set-off

Clause 9.4 of the General Part shall be replaced with the following "All payments to be made to the German ING Office under the Services Documents shall be calculated and made without (and free and clear of any deduction for) set-off or counterclaim, except for claims of the Client that have been confirmed by a court, are ready for decision or are undisputed by ING."

2. Termination

The first sentence of Clause 26.3 of the General Part shall be replaced by the following:

"The Client and ING have the right to terminate the Agreement for good cause with immediate effect. ING shall in particular be entitled to terminate the Agreement or terminate or suspend any specific Service with immediate effect and without being required to pay damages or any form of compensation."

3. Gross negligence

For these Conditions gross negligence ("grobe Fahrlässigkeit") of ING means to infringe due diligence and care ("verkehrsübliche Sorgfalt") in a particular serious degree, if simplest, very obvious considerations are omitted or brushed aside and not taken into account what had come to everyone's mind in the given case.

4. Communication

Notwithstanding Clause 12.1 and 10.5 of the General Part ING will comply with any express consent requirements under applicable law with respect to any communication by ING to the Client.

5. Fees and expenses

The words "and such changes can be applied with immediate effect and without prior notice" of Clause 9.1 General Part are hereby deleted and the following shall be incorporated as a new sub-clause of Clause 9 General Part:

"Changes in charges or fees for banking services, which are typically and permanently used by the Client during the business relationship with ING (e.g. account and portfolio management), shall be offered to the Client no later than two months before the terms shall enter into force. The Client has the right to indicate its disapproval before the proposed effective date of the change. Otherwise the change shall become effective upon the proposed effective date. ING shall expressly draw the Client's attention to this consequence in its offer. The Client shall have the right to terminate the respective Agreement with immediate effect and without costs before the suggested changes enter into force. ING shall expressly draw the Client's attention to this termination right in its offer. If the Client terminates the Agreement, the increased charges or fees shall not be applied to the terminated Agreement."

6. Banking secrecy and disclosure of banking affairs

The following provisions shall apply in addition to Clause 14 General Part as new clauses 14.3 to 14.5.

14.3 Banking secrecy

ING has the duty to maintain secrecy about any Client-related facts and evaluations of which it may have knowledge (banking secrecy). ING may only disclose information concerning the Client if it is legally required to do so or if the Client has consented thereto or if ING is authorized to disclose banking affairs.

14.4 Disclosure of banking affairs

Any disclosure of details of banking affairs based on inquiry from a third party (not part of ING) for a statement regarding the clients banking affairs (a "Bankauskunft") comprises statements and comments of a general nature concerning the economic status, the creditworthiness and solvency of the Client; no information shall be disclosed as to amounts of balances of accounts, of savings deposits, of securities deposits or of other assets entrusted to ING or as to amounts drawn under a credit facility.

14.5 Prerequisites for the disclosure of banking affairs

ING shall be entitled to disclose banking affairs concerning legal entities and on business persons registered in the German commercial register, provided that the inquiry relates to their business activities. ING shall not, however, disclose any information if it has received instructions to the contrary from the Client. Details of banking affairs concerning other persons, in particular private Clients and associations, shall be disclosed by ING only if such persons have expressly agreed thereto, either generally or in an individual case. Details of banking affairs are disclosed only if the requesting party has substantiated its justified interest in the information requested and there is no reason to assume that the disclosure of such information would be contrary to the Client's legitimate concerns.

14.6 Recipients of disclosed banking affairs

ING shall disclose details of banking affairs in accordance with Clause 14.3 and 14.4 above, only to its own clients as well as to other credit institutions for their own purposes or those of their clients."

7. Security Interest and set-off

7.1. Clause 19.1 of the General Part shall be replaced by the following articles:

"1) Lien in favour of ING

a) Agreement on the lien

The Client and ING agree that ING acquires a lien on the securities and chattels which, within the scope of banking business, have come or may come into the possession of a domestic office of ING. ING also acquires a lien on any claims which the Client has or may in future have against ING arising from the banking relationship (e.g. credit balances).

b) Secured claims

The lien serves to secure all existing, future and contingent claims arising from the banking relationship which ING with all its domestic and foreign offices is entitled to against the Client. If the Client has assumed liability for another customer's obligations towards ING (e.g. as a surety), the lien shall not secure the debt resulting from the liability incurred before the maturity of the debt.

c) Exemptions from the lien

If funds or other assets come into the power of disposal of ING under the reserve that they may only be used for a specified purpose (e.g. deposit of cash for payment of a bill of exchange), ING's lien does not extend to these assets. The same applies to shares issued by ING itself (own shares) and to securities which ING keeps in safe custody abroad for the Client's account. Moreover, the lien extends neither to the profit-participation rights/profit-participation certificates (Genussrechte/Genussscheine) issued by ING itself nor to ING's securitized and non-securitized subordinated liabilities.

d) Interest and dividend coupons

If securities are subject to ING's lien, the Client is not entitled to demand the delivery of the interest and dividend coupons pertaining to such securities.

2) Security interests in the case of items for collection and discounted bills of exchange

- a) Transfer of ownership by way of security
ING acquires ownership by way of security of any cheques and bills of exchange deposited for collection at the time such items are deposited. ING acquires absolute ownership of discounted bills of exchange at the time of the purchase of such items; if it re-debits discounted bills of exchange to the account, it retains the ownership by way of security in such bills of exchange.
- b) Assignment by way of security
The claims underlying the cheques and bills of exchange shall pass to ING simultaneously with the acquisition of ownership in the cheques and bills of exchange; the claims also pass to ING if other items are deposited for collection (e.g. direct debits, documents of commercial trading).
- c) Special purpose items for collection
If items for collection are deposited with ING under the reserve that their countervalue may only be used for a specified purpose, the transfer or assignment of ownership by way of security does not extend to these items.
- d) Secured claims of ING
The ownership transferred or assigned by way of security serves to secure any claims which ING may be entitled to against the Client arising from the Client's current account when items are deposited for collection or arising as a consequence of the re-debiting of unpaid items for collection or discounted bills of exchange. Upon request of the Client, ING retransfers to the Client the ownership by way of security of such items and of the claims that have passed to it if it does not, at the time of such request, have any claims against the Client that need to be secured or if it does not permit the Client to dispose of the counter-value of such items prior to their final payment.

3) Limitation of the claim to security and obligation to release

- a) Cover limit
ING may demand that security be provided or increased until the realisable value of all security corresponds to the total amount of all claims arising from the banking business relationship (cover limit).
 - b) Release
If the realisable value of all security exceeds the cover limit on a more than temporary basis, ING shall, at the Client's request, release security items as it may choose in the amount exceeding the cover limit; when selecting the security items to be released, ING shall take into account the legitimate concerns of the Client or of any third party having provided security for the Client's obligations. To this extent, ING is also obliged to execute orders of the Client relating to the items subject to the lien (e.g. sale of securities, repayment of savings deposits).
 - c) Special agreements
If assessment criteria for a specific security item other than the realizable value or another cover limit or another limit for the release of security have been agreed, these other criteria or limits shall apply.
- ## 4) Realisation of security
- a) Option of ING
If ING realizes security, it may choose between several security items. When realizing security and selecting the items to be realized, ING shall take into account the legitimate concerns of the Client and any third party who may have provided security for the obligations of the Client.
 - b) Credit entry for proceeds under turnover tax law
If the transaction of realization is subject to turnover tax, ING shall provide the Client with a credit entry for the proceeds, such entry being deemed to serve as in-voice for the supply of the item given as security and meeting the requirements of turnover tax law (Umsatzsteuerrecht)."

- 7.2. Clause 19.2 of the General Part shall not be applicable.
- 7.3. The first sentence of Clause 19.5 of the General Part shall be replaced by the following: "Each ING Office shall be entitled to set-off any of its claims on the Client that are due and payable, against any due and payable claims the Client has on such ING Office, in the currency in which such claims are denominated."

8. Liability

- 8.1. Clause 20.1 of the General Part shall be replaced by the following: "ING's obligation to pay damages shall be limited as follows: For damages caused by a breach of a material contractual obligation, ING shall only be liable up to the amount of the typically foreseeable damage at the time of entering into the Agreement; ING shall not be liable for damages caused by a breach of a non-material contractual obligation."
- 8.2. Clause 20.2 of the General Part shall not be applicable.
- 8.3. Clause 20.4 of the General Part shall be replaced by the following: "The limitation of liability as set out in Clause 20.1 shall not apply to damages caused intentionally or by gross negligence and in case of any further mandatory liability."

9. Indemnity

The first sentence of Clause 21 of the General Part shall be replaced by the following: "The Client will indemnify ING against any direct, indirect, and/or consequential loss, damage, cost and expense (including legal expenses) incurred by ING for which the Client is responsible and arising from or in connection with:"

10. Applicable court

In deviation from Clause 28.2 of the General Part, the German ING Office and the Client hereby irrevocably submit to the exclusive jurisdiction of the courts of Frankfurt am Main, Germany. ING may (if permitted by law) commence proceedings in another competent court.

Schedule Payment Services

11. Unauthorized Payment Transactions

Clause 15.1 of the Schedule Payment Services shall be supplemented by the following: "Sec. 675v German Civil Code (Bürgerliches Gesetzbuch, "BGB") shall not apply." Clause 15.4 of the Schedule Payment Services shall be supplemented by the following: "Sec. 675w paragraph 3 BGB shall not apply."

Schedule SEPA Direct Debit Collections

12. Direct Debit collections

- 12.1. In addition to the submission timelines for SEPA Direct Debit Core referred to in Clause 4 of Schedule SEPA Direct Debit Collections, the Client may also submit a Payment Order for a SEPA Direct Debit Core to the German ING Office in accordance with the COR1-timelines specified in the SEPA Core Direct Debit Rulebook. In such a case, the Payment Order shall clearly specify "COR1" in the agreed manner and must be received by the German ING Office at least 1 Business Day prior to the Due Date specified in the Payment Order and before the Cut-Off Time specified by of the German ING Office.
- 12.2. The Client COR1-timelines shall only be available with respect to a SEPA Direct Debit Core to be debited from an account held with a Debtor PSP which is reachable for SEPA Direct Debit Core initiated under such COR1-timelines. Without prejudice to Clause 6 of Schedule SEPA Direct Debit Collections, the German ING Office will Reject any Payment Order submitted in accordance with the COR1-timelines if the relevant Debtor PSP is not reachable for SEPA Direct Debit Core under the COR1-timelines and the German ING Office will not be liable for any loss and/or damage resulting from such a Reject.

Schedule Country Specifics Hungary

The following additional provisions shall apply to Services provided by ING Bank N.V. Hungary Branch in/from Hungary.

General Part

1. Unilateral amendments

1.1. In addition to Clause 2.2 General Part ING is entitled to unilaterally amend the interest rates, fees and other contractual terms detailed in these Conditions, the Tariff Brochure and other Services Documents in such a way that is unfavourable to the Client, under the following conditions and circumstances:

- a) introducing of a new service;
- b) changes in the local and international financial market conditions;
- c) changes of law, taxation rules, authorities' directions;
- d) changes in ING's business policy;
- e) changes in the risk of services provided by ING or the Client;
- f) lack of quotation on any interest quotation date in relation to the reference interest for the given interest period;
- g) any increase in the cost to ING regarding the Agreement due to the compliance by ING with either any relevant,
 - i) Hungarian or Dutch law, administrative or central bank action or regulation or change in the judicial or administrative interpretation thereof; or
 - ii) any existing or future request from any central bank or authority;
- h) separation of the base interest from ING's source costs;
- i) increase of the base interest;
- j) increase of the country risk (downgrading by a rating agency);
- k) increase of the CDS ("Credit default Swap") price of Hungary;
- l) change in the relevant exchange rate;
- m) changes in the conditions applied in the inter-bank market;
- n) changes in the list of third persons used by ING to provide its services or changes in the service conditions of such third persons;
- o) extra costs of infrastructural developments emerged at ING due to the provision or improvement of services, introduction of a new service;
- p) extra costs emerged at ING due to the change in the purchase costs of assets and applications utilized by ING to provide the service;
- q) increase in the service prices of the cash-transporting and cash-processing companies utilized by ING;
- r) increase in the cash-handling prices charged by the Hungarian National Bank;
- s) extra costs emerged at ING due to new money-handling or money-processing regulations; the utilization of the loan in non-compliance with the original purpose, a decrease in the value of the security or guarantee, a change in the qualification of the Client by an external credit rating agency, a deterioration of the financial indicator numbers (especially, but not limited to the trading profit/loss, own equity, or external debts) of the Client or its owner defined in the contract or its mother company (as mother company is defined in the Accounting Act);
- t) the failure of providing ING with the accountings; and
- u) other conditions and circumstances set out in these Conditions, Tariff Brochure, other Services Document, relevant general terms and conditions, and in the Agreement concluded by and between the Client and ING.

1.2. ING will publish the unfavourable changes of the interest rates and fees detailed in these Conditions, the Tariff Brochure and other Services Documents at least fifteen (15) days prior to the

effective date of such changes by way of posted notice and on an ongoing basis in easily accessible format at the Website of the Hungarian ING Office (www.ingwholesalebanking.hu). ING will detail the extent of the changes of the interest rates, fees and charges as well as the reasons and circumstances of the changes in the posted notice. ING will not unilaterally change the calculation mode of the interest rates, fees and charges in such a way that is unfavourable to the Client and will not unilaterally introduce new fees and charges.

2. General obligations and undertakings

In deviation of Clause 3.6 General Part, the Client must inform ING of any changes in the identification data of the Client or its ultimate beneficially owner ultimately within 5 Business days.

3. Security Interest

The Security Interest granted by the Client towards ING pursuant to Clause 19 General Part is a pledge in accordance with Hungarian law.

4. Subcontracting

In addition to Clause 23.1 of the General part, if the Hungarian ING Office has subcontracted certain activities, said activities are listed in the Tariff Brochure, the Privacy Statement, the Services Documents or in any other document communicated to the Client.

5. Data Protection policy

In deviation of Clause 15.2 of the General Part, the "Global Data Protection Policy for Client, supplier and business partner data" has been implemented in ING Hungary but approval of the Hungarian data protection authority has not yet been obtained

6. Applicable court

The words "of the capital city" will be deleted in Clause 28.2 of the General Part.

7. Business Days

The words "excluding any Saturdays, Sundays" in the definition of Business Day in Clause 29.1 of the General Part are hereby deleted.

Schedule Payment Services

8. Unique identifier

In addition to the definition of Unique Identifier, for a domestic Payment Transaction in Hungary part of the Unique Identifier will be the bank code of the relevant PSP in Hungary.

9. Maximum execution time of Payment Transactions

In deviation of Clause 4.1 Schedule Payment Services, a domestic transfer Payment Transaction in HUF without any conversion between currencies from an Account held with ING Hungary to an account held with a PSP in Hungary shall be credited to the account of the PSP of the Beneficiary at the latest within four hours following the point in time of receipt of the Payment Order as specified in Clause 3 of Schedule Payment Services provided the Payment Order was not submitted in paper form.

10. Refusal, suspension and forwarding of Payment Orders

For a Payment Order initiated by a Beneficiary in the form of a "hatósági átutalási megbízás" (a "transfer upon the order of an authority") or an "átutalási végzés" (a "resolution for transfer"),

the words “three consecutive Business Days” and “concerning third Business Day” in Clause 7.2 Schedule Payment Services will be replaced with “35 days (unless the Beneficiary required the prompt return of such Payment Order)” respectively “concerning 35 day (or at the date of receipt if the Beneficiary required the prompt return of such Payment Order”.

11. Specific Direct Debits/Payment Orders

For a Payment Order initiated by a Beneficiary in the form of a “hatósági átutalási megbízás” (a “transfer upon the order of an authority”) or an “átutalási végzés” (a “resolution for transfer”) to debit an Account held with the Hungarian ING Office no consent or mandate from the Client is required. Such Payment Order shall be deemed to be executed correctly by ING if based on the Unique Identifier and name of the Client. ING nor the Client can refuse, nor will contest, the acceptance and execution of such Payment Order and the Client cannot revoke such Payment Order, request a refund and/or claim with ING that a Payment Transaction based on such Payment Order was unauthorised.

12. Execution

If applicable, the Hungarian ING Office shall execute Payment Orders (including Direct Debits) to the debit of an overdraft facility, if any, regarding the Account.

13. Refund

13.1. In deviation from Clause 20 of the Schedule Payment Service, the Hungarian ING Office will refund a Direct Debit within 10 Business Days after receiving the Client's request if (i) the mandate did not specify the exact amount, and; (ii) the amount exceeded Client's reasonable expectations, provided that Beneficiary's PSP is located in the EEA. The obligation to refund as set out in this Clause will only apply to group collection orders.

13.2. Upon request, the Client shall inform the Hungarian ING Office about its legal relationship with the Beneficiary. The Hungarian ING Office may inquire further information from the Beneficiary and the Client waives his right relating to bank or business secrecy in respect of the Hungarian ING Office and the Beneficiary in a separate declaration.

14. Cash deposits

In deviation of Clause 25.6 of Schedule Payment Services, cash deposits in HUF made on a Business Day will be credited to the Account without delay the same Business Day, after which the amount is at the Client's disposal.

Schedule Country Specifics Ireland

The following additional provisions shall apply to Services provided by ING Bank N.V., Dublin Branch in/from Ireland.

General Part

1. Security Interest

Clause 19.1 and 19.2 of the General Part are not applicable.

2. Consumers

The definition of Consumer in Clause 29 General Part will be amended and the following will be added: "The definition of consumer includes an incorporated body having an annual turnover of €3 million or less in the previous financial year (provided that such body shall not be a member of a group of companies having a combined turnover greater than the said €3 million)."

Schedule Payment Services

3. Cheques

- 3.1. In addition to Clause 24 Schedule Payment Services, Cheques must be presented to the ING Office in Ireland for payment within a maximum of 6 months of the date of the Cheque. ING may, but is not obliged to, pay any Cheques which are not sent to it for payment within such 6-month period subject to it being indemnified to its satisfaction and/or subject to any other terms it may stipulate from time to time.
- 3.2. The Client will be liable for Irish Stamp Duty on all Cheques paid out of the Client's Account. The amount of the Stamp Duty will be debited to the Client's Account in accordance with Clause 9.3 General Part. If for any reason it is not possible to debit the Stamp Duty to the account on which the Cheques were drawn, ING will debit the Stamp Duty to another account in the name of the Client, and if there are no other accounts ING may open an account in the name of the Client for this purpose.

Schedule Country Specifics Italy

The following additional provisions shall apply to Services provided by ING Bank N.V. - Milan Branch in/from Italy.

General Part

1. Bank's diligence in its relationship with the Client

ING is required to comply with diligence criteria suitable to its professional status and to the nature of the activities carried out in its relationships with Clients, in compliance with article 1176 of the Italian Civil Code.

2. Amendments

In accordance with Clause 2 of the General Part ING reserves the right to unilaterally amend the contractual and economic terms applied to the current Account and to the relevant Services in case of a justifiable reason. Such amendments shall be notified to the Client with a specific written communication, in compliance with art. 118 of the TUB. In case of an unfavorable amendment, the Client shall be entitled to withdraw from the Agreement no later than sixty days from receiving the above notice, without either penalties or charges. In this case the Client shall be entitled to benefit from the application of the previously granted terms.

3. Applicable law and jurisdiction

3.1. In deviation from the first sentence of Clause 28.2 of the General Part, the Client hereby irrevocably submits to the exclusive jurisdiction of the courts of Milan, Italy.

3.2. In addition to Clause 28.3 General Part, if the Client is not satisfied with the outcome of the complaint procedure or has not received a reply within 30 days, it may, provided the relevant requirements are met, file a complaint with the Banking and Financial Arbitrator (ABF), in accordance with the rules set out on <https://www.arbitrobancariofinanziario.it>. A procedure with the ABF shall exempt the Client from the mediation procedures as indicated below.

For the purposes of resolving out of court any disputes arising from this agreement, and in connection with the obligation under Legislative Decree No. 28/2010 as amended by Law no. 98/2013, the Client and ING may resort to the "Conciliatore Bancario Finanziario" (an association for alternative dispute resolution). The rules governing the Conciliatore Bancario Finanziario may be consulted at the website: www.Conciliatorebancario.it, or with another institution enrolled in the specific registry curated by the Ministry of Justice and specialized in banking and finance.

3.3. In case of non-compliance of ING with the obligations related to payment services, the Bank of Italy, according to art. 32 Legislative Decree No. 11/2010, can impose administrative fines, of a minimum amount of EUR 10.000,00 to a maximum amount of EUR 200.000,00 on persons with administrative or management and control roles as well as on employees of the payment services provider. In case ING reiterates the violations Bank of Italy may also impose the suspension of payment services.

4. Acceptance and execution of Client's instructions

As regard accepted instructions, ING, in addition to its right under art. 1856 of the Italian Civil Code, shall be authorised in any event, pursuant to art. 1771 of the Italian Civil Code, to be replaced by a correspondent, including non-banking ones, when performing such instruction.

5. Explicit acknowledgement and agreement

The Client specifically acknowledges and approves, pursuant to and for the effects of Article 1341 of the Italian Civil Code and of Article 115 et seq. of TUB and its implementing provisions the

following clauses of the General Part which apply to the Agreement and the Services provided hereunder: Clauses 2.3 (Availability and amendments), 5.4, 5.5, 5.7 (Use of an Authorisation Instrument), 6.1, 6.4 (Blocking), 9.1, 9.3, 9.4 (Fees and Expenses), 10.7 (Statements, Bank Records and recordings), 11.1 (Power of Attorney), 12.2 (Communication), 13.2 (Use of Forms and Formats), 14 (Processing of information and bank secrecy), 17.1, 17.2, 17.3 (System requirements and Security), 18.1 (joint and severability), 20 (Liability), 21 (Indemnity) 24.2 (Transferability), 26.1, 26.3 (Term and Termination), 28.2 (Applicable law and jurisdiction), and the following clauses of this Schedule: 3 (Applicable law and jurisdiction) and 6 (Security Interest).

6. Security Interest

Clause 19.1 of the General Part shall be replaced with: "In addition to any other Security Interest granted to ING, the Client - also for the purposes and effect of Legislative Decree no. 170 of May 21, 2004 - undertakes to grant a pledge in accordance with Italian law, and herewith grants a pledge, over (i) all amounts standing from time to time to the credit of the Account, and (ii) all financial instruments, monies, documents and other goods held by ING, or a third party on behalf of ING, for or on behalf of the Client, as security for all existing and future obligations of the Client vis-à-vis the ING Office under this Agreement, which pledge ING herewith accepts."

7. Non-applicability

The Client agrees that, unless otherwise specified in the General Part and the Schedules, the following shall not apply in the contractual relationship with ING: articles 3 - paragraphs 1, 5 - paragraphs 4, 10, 12, 13, 14, 17 and 25 of Legislative Decree 11/2010, as well as the rules of Chapter II bis of Title VI of Legislative Decree 385/1993 and the rules pursuant to Section VI of the Measure of the Bank of Italy on 20 June 2012 on the issue of transparency of banking and financial transactions and services.

Schedule Payment Services

8. Termination

8.1. ING must give the Client a two months' notice period in order to terminate the Agreement regarding a Payment Service unless a justifiable reason exists, that is one of the events of termination listed in Article 26.3 of the General Part or 10.5 Schedule Payment Services, in which case ING may terminate such Agreement with immediate effect without advance notice by serving the Client with a prompt written communication.

8.2. In deviation from Clause 26.1 General Part and Clause 33.4 Schedule Payment Services the Client may terminate the Agreement regarding a Payment Service in writing at any time without the need to pay penalties, costs, or fees.

8.3. Clause 33.5 Schedule Payment Services shall be replaced with: "ING has the right to close an Account and terminate the related Service with two calendar month period if during a period of 12 months no Payment Transaction has been executed on the Account".

9. Explicit acknowledgement and agreement

9.1. The Client specifically acknowledges and approves in accordance with Clause 5 of this Schedule the following clauses of the Schedule Payment Services: Clauses 2.5, 2.7 (Payment Orders), 7.1, 7.4 (Refusal, suspension and forwarding of Payment Orders), 10.5 (Currency of the Account and execution

of foreign currency Payment Orders), 11 (Payments by third parties), 13 (Payment Instrument Limits), 14 (Blocking), 15.1, 15.3, 15.5 (Unauthorised Payment Transactions), 17.2, 17.3, 17.4 (interest), 21 (Unauthorised Direct Debit), 23 (Direct Debit Block by ING), 24.3(iii) (Cheques), 25.2, 25.3 (cash deposits) 26.2 (cash withdrawals), 28.6 (ING Channels and third party PSP's), 32 (Liability), 33 (Term and Termination) and Clause 8 (Termination) of this Schedule.

Schedule SEPA Direct Debit Collections

10. Explicit acknowledgement and agreement

The Client specifically acknowledges and approves in accordance with Clause 5 of this Schedule the following clauses of the Schedule SEPA Direct Debit Collections: Clauses 5.1, 5.2 (Execution of Payment Orders), 6 (Refunds), 7 (Returns), 8 (Liability) and 9 (Termination).

Schedule Country Specifics Luxembourg

The following additional provisions shall apply to Services provided by ING Luxembourg SA in/from Luxembourg.

General Part

1. Data protection and bank secrecy

- 1.1. As derogation to Clause 14 of the General Part, the Client expressly accepts that, when transmitting information regarding Agreements, Instructions and Services, ING Luxembourg S.A. will be considered in all circumstances as having been authorized/empowered by the Client to transmit said information to, as the case may be, ING, ING Offices, a third party PSP or any other involved third party, in the name of and on behalf of the Client and discharges ING Luxembourg S.A. from its duty of banking confidentiality in that scope. This discharge shall continue notwithstanding any termination of any Agreement or cessation of any Service.
- 1.2. A Client opening one or several Account(s) with ING Luxembourg S.A. expressly accepts that the opening form and the information contained herein (i) will be transferred to a central storage unit for the purpose of storing such form and such information and dispatching it to any ING affiliate or ING Office with which the Client has opened or will open an account for the purpose of opening and maintaining such Account; and (ii) will be stored for at least so long as any ING affiliate or ING Office is under a legal obligation to keep such opening form and/or such information.
- 1.3. In instructing ING to execute a domestic or international payment, the Client authorises ING, its correspondent banks and any other organisation involved in the transmission or execution of the Payment Order to process all the data required for the correct execution of the Payment Order and/or required by the legislation/regulations in force. Such processing may, notably, be carried out from centres located in other European countries and/or in the United States in accordance with local legislation. Consequently notably the US authorities may have access to data processed and/or stored in these operational centres as part of their monitoring of terrorist activities.

2. Security Interest and set-off

- 2.1. The Security Interest granted by the Client towards ING pursuant to Clause 19 General Part is a pledge in accordance with Luxembourg law, including, without limitation, the laws of 5 August 2005 on financial collateral arrangements, as amended.
- 2.2. In addition to clause 19.5 of the General Part, all the transactions that the Client carries out with an ING Office are interconnected. All the accounts opened and held by the same Client regardless the type of account and the applicable conditions, shall constitute in a legal sense sub-accounts of a single and indivisible account. ING may merge the concerning accounts or effect transfers from one account to another as it sees fit. The balance of the single account is secured by all the collateral pledged as security and personal guarantees linked to any of the various sub-accounts. If some sub-accounts are held in foreign currencies, they shall be converted into Euro at the exchange rate in force on the account settlement or transfer date. Furthermore ING, in the case where an asset expressed in a currency other than that in which the debit balance of another account is denominated no longer offers a sufficient margin, reserves the right of immediate conversion. ING alone shall judge if such cover is sufficient.
- 2.3. Unless otherwise agreed, the Client waives the right to invoke Article 1253 of the Civil Code and agrees that ING may, at its own discretion, apply any sums received from the Client to the debt or proportion of the debt it is intended to reduce.

3. Non-fulfilment of obligations - right of retention

- 3.1. ING is authorised not to fulfil its obligations if the Client itself fails to fulfil any of its obligations for whatever reason.
- 3.2. All sums and assets, of any kind whatsoever, held by ING on behalf of the Client, may be retained by ING in the case of non-performance or delayed performance by the Client.

Schedule Country Specifics Netherlands

The following additional provisions shall apply to Services provided by ING Bank N.V., The Netherlands in from/the Netherlands.

General Part

1. Security Interest

The Security Interest granted by the Client towards ING pursuant to Clause 19 General Part is a pledge in accordance with Dutch law.

Schedule Payment Services

2. Non Euro-Account

- 2.1. In addition to the Schedule Payment Services, in order to open and hold an Account in another currency than euro with the Dutch ING Office, the Client must have with this ING Office a euro Account.
- 2.2. The Client may have a Debit Balance on the non-euro Account equal to the Available Balance. The Available Balance on a non-euro Account is the sum of;
 - (i) the total of the Credit Balances on the non-euro Account(s) linked to the euro Account and the applicable euro Account plus;
 - (ii) in the event a credit limit has been agreed, the available credit limit, less;
 - (iii) any blocked amounts;
 - (iv) Reservations; and
 - (v) Debit Balances on the aforementioned Accounts.For the determination of the Available Balance, the equivalent value is calculated based on an exchange rate determined by ING. The Available Balance can fluctuate based on exchange rate movements which might also lead to an unauthorised Debit Balance. Unless otherwise agreed, the Client may not have a Debit Balance on the linked euro Account.
- 2.3. No cash can be deposited in or withdrawn from the non-euro Account, the non-euro Account cannot be debited based on a Direct Debit and, except to transfer a specific amount once, no written Payment Orders may be given regarding such Account.
- 2.4. In addition to any other termination rights of ING, ING is authorised to terminate the Payment Service of providing a non-euro Account with immediate effect in case the Client is in default under any agreement between the Client and the Dutch ING Office which default is, if being capable of being remedied, not remedied within the period, if any, as indicated in such agreement.

3. Payment Orders

- 3.1. **Giro Collection.** A (Dutch) Payment Order can also be in the form of a "Giro Collection". A Giro Collection is a pre-printed written Payment Order for payments from an Account in euro's in which the name and unique identifier of the Beneficiary are specified. A Giro Collection must be submitted by post.
- 3.2. **Standing Payment Order.** In deviation from Clause 3.4 Schedule Payment Services, in the event a Payment Order to transfer an amount periodically is planned on a day that is not a Business Day, ING shall execute the Payment Order on the next or previous Business Day depending on the manner in which the Client has chosen to submit the order.
- 3.3. **Payment Orders in writing.** In addition to Clause 9.1 Schedule Payment Services, an instruction regarding the date of execution cannot be included in a written Payment Order to transfer an amount once.
- 3.4. **Batch Payment Orders.** In addition to Clause 6 Schedule Payment Services, the execution date of a Batch Payment Order may be amended, or the Batch Payment Order as a whole or a maximum of five individual Payment Orders in a Batch Payment Order may be revoked, provided that the request of the

amendment or revocation is received by ING at least three Business Days before the scheduled execution date.

4. Direct Debit mandate

- 4.1. A Dutch Direct Debit mandate can also be used by a Beneficiary for a SEPA Direct Debit Core. The circumstance that this mandate might not satisfy all the requirements of a SEPA Direct Debit Core does not constitute grounds for the Client to initiate the procedure of reporting an unauthorised Direct Debit.
- 4.2. In deviation from Schedule Payment Services regarding unauthorised Direct Debits, in the event that the period as specified in Schedule Payment Services to request a refund of a SEPA Direct Debit Core has expired and the Client claims that such Direct Debit was unauthorised, the Client must make use of the procedure "reporting an unauthorised Direct Debit". The applicable form to initiate this procedure can be obtained from the Dutch ING Office and the completed form must be received by the Dutch ING Office within 13 months after the date upon which the collected amount was debited.

Schedule Country Specifics Poland

The following additional provisions shall apply to Services provided by ING Bank Śląski SA in/from Poland.

General Part

1. Scope and applicable conditions

In case of conclusion of the agreements with the Client, and which agreements embraced a range of selected services offered by ING Bank Śląski SA, the relevant regulations & banking conditions of the ING Bank Śląski SA should be applied accordingly.

2. Fees and expenses

In addition to clause 9.2 of the General Part and Clause 17.5 Schedule Payment Services, if the Client fails to pay an amount, including an Unauthorised Debit Balance, on the due date ING will charge the maximum applicable interest rate effective with ING for overdue debt on overdue loan repayment.

3. Security Interest

The Security Interest granted by the Client towards ING pursuant to Clause 19 General Part is a pledge in accordance with Polish law.

4. Recordings

In addition to clause 10.5 General Part the Client herewith provides its consent to the recording of telephone conversations.

5. Term and termination

- 5.1. In deviation of Clause 26.1 of the General Part, ING may unless indicated otherwise at any time terminate a Service in writing with a two months' notice period in case ING withdraws the Service from its product offering.
- 5.2. In addition to Clause 26.3 ING is authorised to terminate the Agreement or terminate or suspend any specific Service with immediate effect and without being required to pay damages or any form of compensation in case of:
 - (i) an unauthorized Debit Balance in the Account for more than 1 month;
 - (ii) obtaining by ING information justifying the suspicion of criminal behaviour or committing a crime by the Client, including criminal behaviour using a Service or against ING;
 - (iii) failure by the Client to provide any information required for the providing of a Service or providing false, forged or incorrect information.

Schedule Payment Services

6. Direct Debit

- 6.1. In addition to Clause 19.1 Schedule Payment Services, a Direct Debit can also be a Polish Direct Debit, defined as a Direct Debit (not being a SEPA Direct Debit Core or SEPA Direct Debit B2B) in Polish zloty from the zloty Account of the Client with the Poland ING Office and credited to an account of the Beneficiary held with a PSP in Poland.
- 6.2. In deviation from Clause 20.3 Schedule Payment Services, the Client must, in the manner and form as indicated by ING, file a request to refund a Polish Direct Debit with the Poland ING Office within 5 Business Days from the date upon which the funds were debited from its Account.
- 6.3. In deviation from Clause 20.4 Schedule Payment Services, ING shall after the receipt of a timely and correctly submitted request to refund a Polish Direct Debit credit the total amount of the Direct Debit to the Client's Account the following Business Day.

7. Term and termination

In addition to Clause 33.5 Schedule Payment Services, ING may terminate the Account and terminate the related Service with a two months period if during a period of 3 months no Payment Transaction has been executed on the Account.

Schedule Country Specific Portugal

The following additional provisions shall apply to Services provided by ING Bank N.V., Sucursal Portugal in/from Portugal.

General Part

1. Fees and expenses

In deviation from Clause 9.1 of the General Part, the Portuguese ING Office shall inform the Client of any amendment of the applicable Tariff Brochure no later than 30 days prior to the effective date of such amendment.

2. Data protection and telephone recordings

The Client represents and warrants that it has obtained the necessary consent of its Users, legal representatives, employees and any other natural persons interacting on behalf of the Client with ING as required by applicable data protection legislation, including for the purposes of telephone calls recording in connection with the use of the Services.

3. Security Interest

- 3.1. The Security Interest granted by the Client towards ING pursuant to Clause 19 General Part is a pledge in accordance with Portuguese law.
- 3.2. The Client explicitly agrees that the Portuguese ING Office shall be exempted from the legal interdiction of self-contracting, double representation and self-dealing, when exercising the power of attorney of Clause 19.2 of the General Part.

Schedule Country Specifics Romania

The following additional provisions shall apply to Services provided by ING Bank N.V. Amsterdam Bucharest Branch in/from Romania (a branch of ING Bank N.V, with registered headquarters at 48 Ianca de Hunedoara Boulevard, registered with the Trade Registry under no. J40/16100/1994, sole identification code RO 615110 and registered with the Credit Institutions Registry under no. RB-PJS-40-024, operating in Romania under the supervision of the National Bank of Romania).

General Part

1. Power of attorney

In deviation from Clause 11.4 General Part any power of attorney has, unless otherwise stipulated therein, a validity period of 100 years.

2. Security Interest

The Security Interest granted by the Client towards ING pursuant to Clause 19 General Part is a movable mortgage in accordance with Romanian law. ING may register the Movable Mortgage with the Romanian Electronic Archive for Security Interest in Movable Property.

3. Set-off

In the relation between any ING Office and the Client, the set-off between the balances of the accounts as provided by Article 2.185 of the Romanian Civil Code is not applicable. Nevertheless, each ING Office shall be entitled to set-off all and any of its claims on the Client against any claims the Client has on such ING Office in accordance with this Agreement and each ING Office is irrevocably and unconditionally authorised to settle such debts by debiting any account of the Client opened with the respective ING Office.

4. Force majeure

In addition to Clause 22 of the General Part, the Client hereby acknowledges and agrees that, in accordance with the provisions of Article 1634 para. (6) of the Romanian Civil Code, in case of occurrence of a fortuitous impossibility by the Client to perform any of its obligations arising under this Agreement, it may not claim to be discharged of its obligation/liability to pay any amounts that may fall due under this Agreement.

5. Communication via facsimile

- 5.1. In addition to Clause 12 and 13 of the General Part, the Client may, if so agreed by ING, submit instructions, forms and documents, with the exception of Payment Orders, by fax provided that (i) immediately after sending a document by fax, the Client shall confirm its transmission by phone and (ii) the Client provides the original documents to ING within ten (10) calendar days by submitting them to ING's counters or by sending them by mail with acknowledgment of receipt. In order to avoid multiple executions the Client must clearly indicate in red ink on each original the word "confirmation". Failure to do so is for the risk of the Client.
- 5.2. ING may, at its own discretion, refuse to execute or suspend execution of such instruction or stop the acceptance of documents, without being liable for any loss or damage, if the Client's instructions or documents do not comply with these Conditions or any relevant agreement.

6. Negotiated conditions

- 6.1. The parties confirm that each and every clause in the Conditions have been analysed and negotiated by the parties according to their requirements and objectives, and thus the provisions regarding standard form agreement, standard and unusual clauses from the Romanian Civil Code are not applicable. Each party was entitled to propose amendments and accepts the final provisions of the Conditions in full awareness as a result of the successful negotiation between the parties.
- 6.2. Notwithstanding the above provision concerning the negotiated feature of the Conditions, by signing the Agreement, the parties

accept in full awareness the following Clauses: 2.2, 2.3 (Availability), 5.4, 5.5, 5.6 (Use of an Authorisation Instrument) 6 (Blocking), 8.2 (conditional Credit), 9.1 9.3 (Fees and Expenses), 10.1, 10.7 (Statements, Bank records and Recordings), 11.1 (Power of Attorney), 12.2 (communication), 13.2 (Use of Forms and Formats), 17.1 17.2, 17.3 (System requirements and security), 18.1 (Joint and severability), 19.5 (Security Interest and Set-Off), 20 (Liability), 22 (Force Majeure), 23 (Third parties), 24.2 (Transferability), 26.1, 26.3 (Term and Termination) 28 (Applicable law and jurisdiction) of the General Part; and Clause 3 (Set-Off), 4 (Force Majeure) and 7 (Non applicability GEO clauses) of this Schedule.

7. Non applicability GEO clauses

- 7.1. The Client agrees that, unless otherwise specified in the General Part and the Schedules, the provisions of Title III and art.115, art. 122 para. (2) and (3), art. 128, art. 129, art. 131-140, art. 146-149, art. 164-173 of Title IV of Romanian Government Emergency Ordinance no. 113/2009 on payment services shall not apply.
- 7.2. The Client hereby expressly acknowledges that it has had sufficient time to review the provisions of the Agreement and of the General Part and the Schedules and that it fully understands and accepts the terms thereof and expressly waives and agrees that the provisions of clause 97 of Romanian Government Emergency Ordinance no. 113/2009 on payment services are not applicable.
- By way of deviation from the provisions of art. 127 of Government Emergency Ordinance no. 113/2009 on payment services, Clause 10.1 of the General Part and Clause 31 (Contesting and approving of Payment Transactions) of Schedule Payment Services shall apply between the Client and the Romanian ING Office.

Schedule Payment Services

8. Non applicability deferred execution, pre-crediting and reservations

Clauses 5.2, 7.2 and 8 of Schedule Payment Services are not applicable to Payment Services provided by the Romanian ING Office.

9. Direct Debit

- 9.1. In addition to Clause 19.1 of Schedule Payment Services, a Direct Debit can also be a Romanian Direct Debit, defined as a Direct Debit (not being a SEPA Direct Debit Core or SEPA Direct Debit B2B) in Romanian leu (RON) from the RON Account of the Client with the Romanian ING Office and credited to an account of the Beneficiary held with a PSP in Romania.
- 9.2. Clause 19.3 of Schedule Payment Services also applies to a Romanian Direct Debit mandate. In addition to Clause 5.1.2 of the Conditions, the Client is deemed to have consented to a Romanian Direct Debit by submitting a copy of its Romanian Direct Debit mandate to the Romanian ING Office where its Account is held.
- 9.3. In deviation from Clause 20.1 of Schedule Payment Services, the Client is only entitled to a refund of a Romanian Direct Debit if: (i) the mandate for such Direct Debit did not specify the exact amount of the Direct Debit, and (ii) the amount of the Direct Debit exceeded the amount the Client could reasonably have expected taking into account its previous spending pattern and the relevant circumstances of the case.

- 9.4. Clauses 20.2, 20.5, 22 and 23 of Schedule Payment Services are not applicable to Romanian Direct Debits.
- 9.5. In deviation from Clause 20.4 of Schedule Payment Services, the Romanian ING Office shall credit the total amount of the Romanian Direct Debit to the Account of the Client after the receipt of a timely and correctly submitted request to refund such Direct Debit and as soon as it has received all the necessary information.

10. Negotiated conditions

Notwithstanding Clause 6 of this Schedule concerning the negotiated feature of the Conditions, by signing the Agreement, the parties accept in full awareness the following Clauses: Clauses 2.5, 2.7, 2.8 (Payment Orders), 6 (Revocation of Payment Orders), 7.1, 7.2, 7.3, 7.4 (Refusal, suspension and forwarding of Payment Orders), 10.4, 10.5 (Currency of the Account and execution of foreign currency Payment Orders, 11 (Payments by third parties), 13.2 (Payment Instrument Limits), 14 (Blocking), 15.1, 15.3, 15.4 (Unauthorised Payment Transactions), 19.2 (SEPA Direct Debit Core and SEPA Direct Debit B2B), 20.1, 20.5 (Refund of a Direct Debit), 23 (Direct Debit Block by ING), 24 (Cheques), 25 (Cash deposits), 26.2, 26.3 (Cash withdrawals), 31 (Contesting and approving of Payment Transactions), 32 (Liability), 33 (Term and Termination) of the Schedule Payment Services and Clauses 9.3, 9.4, 9.5 (Direct Debit) of this Schedule;

11. Cheques

In addition to Clause 24 Schedule Payment Services, Cheques issued in Romania must be presented to ING Bank N.V. Amsterdam Bucharest Branch for payment within maximum 15 days from issuance. The use and collection of Cheques and the related Services provided by ING are further subject to specific Romanian law requirements and procedures.

Other/ Miscellaneous

12. Financial market products via telephone

- 12.1. This clause 12 only relates to FM Services (as defined below).
- 12.2. In addition to Clause 29 General Part the following terms shall have for this clause the following meaning:
Confirmation means a document or other evidence in a form acceptable to ING exchanged between the Client and ING setting out the terms and conditions of a specific FM Service.
FM Services has the meaning as ascribed thereto in clause 12.3 of this Schedule.
- 12.3. ING may, at its sole discretion, and following the Client's express instruction via phone, provide to the Client financial markets related services (the "FM Services"):
- (a) foreign exchange transactions;
 - (b) transactions with respect to debt securities issued by the Romanian State or other entities ("Bonds") on the National Bank of Romania primary or secondary market as well as other markets as further agreed between ING and the Client;
 - (c) set up deposits or structured deposits in Romanian and/or foreign currency or cancel the existing ones;
 - (d) any financial instrument traded by ING Over-The-Counter.
- 12.4. The Client undertakes and accepts on an informed basis that it has the sole responsibility with respect to the appointment (including but not being limited to the issuance and maintenance of any decisions and/or power of attorney) of the persons designated - in the Client's name and on its behalf - to negotiate, execute and take any necessary actions for concluding and performing an FM Service by giving telephone instructions and to sign and deliver any and all necessary documents (including, but not being limited to the Confirmations) in connection with such service. ING will have the right but in any case will not be obliged (unless expressly required by law) to verify and/or investigate if the Client is compliant with its internal guidelines, incorporation documents and authorisation restrictions, being entitled to rely upon and to

act in accordance with any instruction considered to be received from the Client and/or in its behalf.

- 12.5. The Client understands and accepts on an informed basis that the trading authority and the compliance with Client's guidelines are purely internal matters for the Client and accordingly, that any failure on the side of the Client or its representatives to adhere to or to comply with such guidelines has no effect, nor may trigger legal and/ or factual consequences on the binding nature of the transactions the Client enters with the ING.
- 12.6. Without prejudice to Clause 12.4 and 12.5 of this Schedule, ING reserves the right to refuse any instruction and/or to request any additional information or document.
- 12.7. Subject to the terms and conditions of any other relevant agreement, the Client understands and agrees that it is legally bound by the terms of each FM Service from the moment ING and the Client agree upon those terms by telephone. Any further cancellation or modification of its instructions will be considered as a new instruction.
- 12.8. The Client hereby: (a) consents to the recording and storage of all telephone conversations, including telephone instructions and confirmations, of all relevant persons in connection with any FM Service or potential FM Service, (b) agrees to obtain any necessary consent of, and give notice of such recording to such persons and (c) agrees that any such recording, as well as their hard copy transcript, may be submitted in evidence to any court or in any proceedings relating to any dispute arising out or in connection with the instruction given by telephone or to any FM Service executed based on such instruction.
- 12.9. A written Confirmation will be entered into as soon as practicable (and where the legal provisions so prescribes, immediately) and may be executed and delivered in counterparts by the means of notification provided herein, which in each case will be proper and sufficient for all purposes to evidence (i) a binding transaction between the ING and the Client or (ii) any other agreement executed in relation to the Service. If the relevant Confirmation includes erroneous elements, the Client shall upon request promptly provide ING with a new and correct Confirmation.
- 12.10. Failure by the Client to send ING a duly signed and completed Confirmation within 5 (five) business days since the entering into the FM Service by telephone or failure by the Client to send ING a duly signed and completed corrected Confirmation as per Clause 12.9 of this Schedule, will, without prejudice to the Client's obligations, entitle ING to consider tacit acceptance by the Client of the terms and conditions of the concerning FM Service, being acknowledged that the Client undertakes and assumes entirely and in full, the risk of any error with respect to the Confirmation provided by ING.
- 12.11. For the avoidance of any doubt, clause 12.10 of this Schedule will not be construed as waiving the Client's obligation to provide ING with the written Confirmation and in any case will not apply for transactions in scope of EMIR legislation, meaning Regulation (EU) no. 648/2012 of the European Parliament and of the Council on OTC derivatives, central counterparties and trade repositories, as amended or re-enacted from time to time, and any applicable supporting law, rule, regulation or official guidance thereunder

13. Negotiated conditions

Notwithstanding Clause 6 of this Schedule concerning the negotiated feature of the Conditions, by signing the Agreement, the parties accept in full awareness Clauses 12.6 and 12.10 (Financial Market products via telephone).

Schedule Country Specifics Slovakia

The following additional provisions shall apply to Services provided by ING Bank N.V., pobočka zahraničnej banky in/from Slovakia.

General Part

1. Personal Data protection

Permissions and consents from the Client and natural persons interacting on behalf of the Client with ING regarding the obtaining, using and processing of Personal Data are provided to ING for the period of time that is necessary to carry out the rights and duties resulting from the relevant Agreement and from special regulations (e.g. the Act on Archives and Registry).

2. Security Interest and set-off

2.1. The Security Interest granted by the Client towards ING pursuant to Clause 19 General Part is a pledge in accordance with Slovakian law.

2.2. Clause 19.2 of the General Part is herewith deleted.

2.3. The following sentence from clause 19.5 is herewith deleted: "If however the Client's claim on ING or ING's claim on the Client is not yet due and payable, ING shall not exercise its right of set-off except upon the occurrence of one of the following events, which shall render such claim due and payable: in the event of an attachment or garnishment being levied upon the Clients' claim on ING, in case recovery is being sought from such debt in any other way, in the event that a Security Interest or other restricted right is created thereon, the Client assigns its claims on ING to a third party, the Client is declared bankrupt, has entered into a moratorium of payments or another insolvency regulation or statutory debt repayment arrangement applies to the Client."

3. Commercial Code

The Client agrees that the provision of section 361 of the Slovak Act No. 513/1991 Coll. Commercial Code as amended will not apply to any relation between ING and the Client agreed under any Services Document.

4. Website

The documentation and information as referred to in Clause 9.1, 15 and 28.3 of the General Part can also be found on the Website of ING Slovakia.

5. Applicable law and jurisdiction

The words "of the capital city" in Clause 28.2 of the General Part is hereby deleted.

Schedule Payment Services

6. Revocation

In deviation from Clause 6 of Schedule Payment Services, the Client may also revoke a Payment Order in writing as well as a Payment Order without a scheduled execution date, provided that such revocation has been received by the ING Office in Slovakia before the Cut-off Time on the Business Day when the funds should be debited from the Account and provided that such Payment Order has not been processed yet.

7. Insufficient Balance

Clause 7.2 of Schedule Payment Services is applicable regarding all Payment Orders initiated by the Client.

8. Direct Debit

8.1. The last sentence of 19.2 of Schedule Payment Services is not applicable for Payment Services provided by the ING Office in Slovakia.

8.2. Clause 19.3 of the Conditions also applies to SEPA Direct Debit Core. In deviation from Clause 19.3 of Schedule Payment Services any revocation or amendment to a Direct Debit mandate must be submitted by the Client to the ING Office in Slovakia at the latest 16 Business Days preceding the day the (next) Direct Debit under the mandate has been scheduled.

8.3. In deviation from Clause 22.1 of Schedule Payment Services a selective Direct Debit block is not applicable for Payment Services provided by the ING Office in Slovakia. Instead, a Direct Debit will be refused by the ING Office in Slovakia if so requested by the Client. Clause 22.2 of Schedule Payment Services applies mutatis mutandis to such a request by the Client.

9. Contestation and approval of Payment Transactions

In addition to Clause 31 of Schedule Payment Services, if the Client has been unjustified enriched as a result of an incorrect executed domestic Payment Transaction by the ING Office in Slovakia or another PSP in the Slovak Republic, the ING Office in Slovakia may correct this by debiting or crediting the Account, whatever is applicable, with the amount of the concerning Payment Transaction.

10. Non applicability

The parties agree in accordance with section 98(1) of Slovak Act No. 492/2009 Coll. on Payment Services, as amended, on the exclusion of applicability of the statutory provisions from which they may derogate, to the extent the Services Documents regulate the matters differently compared to the said statutory provisions.

Schedule SEPA Direct Debit Collections

11. SEPA Direct Debit collections

In deviation from Clause 5.2, fourth paragraph of Schedule SEPA Direct Debit Collections, the Slovakian ING Office will in any case Reject a Payment Order if it has been submitted to the Slovakian ING Office more than 30 days prior to the Due Date specified in such Payment Order.

Schedule Country Specifics Spain

The following additional provisions shall apply to Services provided by ING Bank N.V., Sucursal en España in/from Spain.

General Part

1. Security Interest

The Security Interest granted by the Client towards ING pursuant to Clause 19 General Part is a financial guarantee in accordance with the Spanish Act 5/2005, dated 11 March, implementing the Financial Collateral Directive.

2. Personal Data protection

2.1. In addition to Clause 15 of the General Part, in accordance with the Spanish Law 15/1999 as of December 13th on Personal Data Protection, the Client expressly recognises and consents for itself and its Users to its personal data being incorporated into files, automated or not, belonging to ING Bank N.V., Sucursal en España, with CIF W-0037986-G, and domiciled in Génova 27, Madrid 28004 (Spain). Such data will be collected for and disclosed to the commercial and operational departments of ING for the adequate management of the business relationship between the Client and ING.

2.2. The Client may at all time exercise its right of access, rectification, cancellation and opposition with respect to its Personal Data by means of a document addressed to the Information Security Officer of the Spanish ING Office at the address specified above.

5.2. The Client acknowledges and agrees that the COR1-timelines are only available with respect to a SEPA Direct Debit Core to be debited from an account held with a Debtor PSP which is reachable for SEPA Direct Debit Core initiated under such COR1-timelines. Without prejudice to Clause 6 of Schedule SEPA Direct Debit Collections, the Client acknowledges and agrees that the Spanish ING Office will Reject any Payment Order submitted in accordance with the COR1-timelines if the relevant Debtor PSP is not reachable for SEPA Direct Debit Core under the COR1-timelines and that the Spanish ING Office will not be liable for any loss and/or damage resulting from such a Reject.

Schedule Payment Services

3. Charging principles for international Payment Transactions

In addition to Clause 18 of Schedule Payment Services, a possible choice for OUR or BEN should have been previously agreed with the Spanish ING Office.

4. Non-Consumer

The Client acknowledges and agrees that it is not a Consumer. The Client further agrees that, to the fullest extent permitted by law, any provisions of Spanish law that may otherwise be deemed applicable to the Agreement and these Conditions, but that may be disapplied and substituted by the terms and conditions of the Agreement and these Conditions, will be so disapplied and substituted. This includes, without limitation, the Title III of Act 16/2009, dated 13th November, on Payment Services, Order EHA/1608/2010, dated 14th June, on transparency on conditions and information requirements applicable to payment services, as may be amended, as well as any other rules and regulations that may be enacted to further elaborate or implement such legislation, which the Client agrees are disapplied/shall be disapplied to the fullest extent permitted by the law and replaced by the provisions of the Agreement and these Conditions.

Schedule SEPA Direct Debit Collections

5. Direct Debit collections

5.1. In addition to the submission timelines for SEPA Direct Debit Core referred to in Clause 4 of the Schedule SEPA Direct Debit Collections, the Client may also submit a Payment Order for a SEPA Direct Debit Core to the Spanish ING Office in accordance with the COR1-timelines specified in the SEPA Core Direct Debit Rulebook. In such a case, the Payment Order shall clearly specify "COR1" in the agreed manner and must be received by the Spanish ING Office at least 1 Business Day prior to the Due Date specified by the Spanish ING Office.

Schedule Country Specifics Switzerland

The following additional provisions shall apply to Services provided by ING Belgium, Brussels, Geneva Branch in/from Switzerland.

General Part

1. Personal Data protection and bank secrecy

- 1.1. The definition of Personal Data in Clause 29 General Part will be amended so that it reads: "Any information relating to an identified or identifiable natural or legal person."
- 1.2. In addition to Clause 14 and 15 of the General Part, the Client acknowledges and consents that information and data on it and its Users that is made available to ING within the scope of Services, Payment Transactions and related matters may be processed, transferred, disclosed outside of the ING Office and outside of Switzerland, in particular also in countries which may offer a lower level of protection, and stored for an undetermined period (see also Clause 6 below). Such data and information is no longer protected by Swiss law and may have to be transferred to authorities and other third parties based on the applicable foreign law or regulation. The Client shall ensure that its Users are informed and agree accordingly.
- 1.3. In addition to Clause 14 of the General part, the Client expressly waives its rights under Article 47 of the Swiss Federal Law on Banks and Saving Banks, the Swiss Data Protection Act and under any other applicable laws providing for an obligation of ING to comply with a duty to protect confidentiality and herewith expressly releases ING from its duty to preserve the banking secrecy and other confidentiality or data protection obligations. Further, the Client acknowledges and accepts that data and information which is subject to banking secrecy may be freely disclosed and transferred and stored in any location (including outside of Switzerland) by ING within the scope of the Services, Payment Transactions and related matters.
- 1.4. In addition to Clause 14 and 15 of the General Part, the Client acknowledges that during the processing of national as well as cross-border payments and messages, extensive information concerning the Client, the recipient and the underlying transaction may have to be disclosed to the banks and systems operators involved in the transfer chain, both in Switzerland and abroad. The main purposes of such disclosure are to combat money laundering, terrorist financing, tax evasion, to enforce sanctions programs, to comply with local requirements in general and/or to allow transactions to be carried out. The information concerning the Client may, without limitation, include the corporate name, account number, IBAN, address, registration number, place and date of incorporation of the Client, origin of the assets, duration of the business relationship, business activity, affiliates, agents or counterparties of the Client, and/or identity of the beneficial owner(s). The above-mentioned banks and system operators are mainly, but not exclusively, the Client's and the recipient's banks, correspondent banks as well as operators of payment and messaging systems, such as SWIFT or SIX Interbank Clearing, as well as other entities of the ING group. All parties involved in the transfer chain may store, process and/or transmit such information to third parties, including local and foreign regulators and authorities. The Client agrees to such disclosure, storage, processing and transmission of information.

2. Communication

- 2.1. In addition to Clause 12 of the General Part ING may notify binding decisions issued by authorities or other documents with legal effect in accordance with the latest contact details provided to ING. Such notification may cause legal time limits for challenge to start running.
- 2.2. Should notwithstanding Clause 12.3 of the General Part the contact with the Client be lost, ING, or any agent appointed by it, is entitled to conduct investigations in Switzerland and

abroad in order to re-establish contact with the Client, its representatives or the Client's legal successors, assigns and shareholders, in accordance with the relevant legislation and regulation. ING may have to report the Client's assets to a central database in case ING is unsuccessful in its attempt to restore contact.

All costs incurred in this regard as well as the costs that arise in connection with the specific processing and monitoring of assets which are without contact or dormant shall be borne in full by the Client or the Client's legal successors and assigns. ING shall continue to deduct applicable costs, bank charges and other fees.

3. Security Interest

- 3.1. The Security Interest granted by the Client towards ING pursuant to Clause 19 General Part is a pledge in accordance with Swiss law. The Security will be created pursuant to article 884, or article 899, where relevant, of the Swiss Civil Code over all claims and assets as indicated in clause 19.1 General Part.
- 3.2. ING shall be entitled, but not obligated, at its discretion and irrespective of any other security granted to it, to enforce the pledge either by (i) private realization and set-off the proceeds against the obligations secured, or (ii) official enforcement proceedings pursuant to the Swiss Act on Debt Collection and Bankruptcy for which case the Client herewith waives its right of objection pursuant to art. 41 of the Swiss Act on Debt Collection and Bankruptcy, and agrees in advance that a private sale shall be admissible. In the course of a private realization, ING may declare to acquire itself any or all of the pledged assets.

4. Right of set-off

The following sentence from clause 19.5 is herewith deleted: "If however the Client's claim on ING or ING's claim on the Client is not yet due and payable, ING shall not exercise its right of set-off except in the event of an attachment or garnishment being levied upon the Clients' claim on ING, in case recovery is being sought from such debt in any other way, in the event that a Security Interest or other restricted right is created thereon, the Client assigns its claims on ING to a third party, the Client is declared bankrupt, has entered into a moratorium of payments or another insolvency regulation or statutory debt repayment arrangement applies to the Client."

5. Liability

- 5.1. The words "Subject to Clause 20.2 of the General Part," are hereby deleted.
- 5.2. In addition to Clause 20 of the General Part, ING shall not be liable for any damages resulting from faulty identification or undetected forgery, save in the event of its gross negligence or wilful misconduct.

6. Outsourcing

- 6.1. In addition to Clause 23.1 of the General Part, ING may outsource to third parties or other ING Offices, in Switzerland or abroad, including, without limitation, the EU and/or Asia (e.g. the Philippines or Singapore), certain of its activities, in whole or in part, such operation, maintenance and support of ING's IT infrastructure and applications, as well as of ING's messaging and payment platforms (including manual data feeding as well as the processing, monitoring and storage/archiving of messages and payments), the filtering and screening of messages, payments as well as of documents to ensure that the transactions that ING is facilitating comply in all aspects with international regulations and relevant laws, any and all required activities, from documents collection to final decision

making, in relation to or in connection with customer due diligence, risk or tax classification processes as well as reporting obligations (e.g. FATCA, CRS, EMIR), the recording, processing, monitoring and storage/archiving of financial market instructions (inter alia when given over the phone), the commercial and legal handling, from origination over credit decision process to deal execution, and the management, (as the case may be automated) monitoring and review of certain transactions and files, in particular with respect to commercial lending.

- 6.2. The Client expressly authorizes ING to transfer any relevant information, document and data to the third party appointed by ING in this context.

7. Applicable law and jurisdiction

- 7.1. In deviation from Clause 28.2 of the General Part, the Swiss ING Office and the Client hereby irrevocably submit to the exclusive jurisdiction of the courts of Geneva, Switzerland. ING may (if permitted by law) commence proceedings in another competent court and/or concurrent proceedings in any number of jurisdictions.
- 7.2. Clause 28.3 General Part is not applicable.

8. Bail-in recognition

- 8.1. Notwithstanding any other term of any Service Document or any other agreement, arrangement or understanding between ING and the Client, the Client acknowledges and accepts that any liability of ING under or in connection with a Service Document may be subject to Bail-In Action by the relevant Resolution Authority and acknowledges and accepts to be bound by the effect of:

- (a) any Bail-In Action in relation to any such liability, including (without limitation):
- (i) a reduction, in full or in part, in the principal amount, or outstanding amount due (including any accrued but unpaid interest) in respect of any such liability;
 - (ii) a conversion of all, or part of, any such liability into shares or other instruments of ownership that may be issued to, or conferred on, it; and
 - (iii) a cancellation of any such liability; and
- (b) a variation of any term of any Service Document to the extent necessary to give effect to any Bail-In Action in relation to any such liability.

- 8.2. For this Clause the following terms shall have the following meaning

Bail-In Action means the exercise of any Write-down and Conversion Powers.

Bail-In Legislation means the applicable laws and regulations based on Directive 2014/59/EU establishing a framework for the recovery and resolution of credit institutions and investment firms, including but not limited to Regulation (EU) No 806/2014* establishing uniform rules and a uniform procedure for the resolution of credit institutions and certain investment firms in the framework of a Single Resolution Mechanism and a Single Resolution Fund and any other applicable law or regulation relating to the resolution of unsound or failing banks, investment firms or other financial institutions or their affiliates (otherwise than through liquidation, administration or other insolvency proceedings).

Resolution Authority means any body which has authority to exercise any Write-down and Conversion Powers.

Write-down and Conversion Powers means any write-down, conversion, transfer, modification or suspension power existing from time to time under, and exercised in compliance with, the Bail-In Legislation.

9. Business Day

The definition of business Day in Clause 29.1 of the General part is hereby deleted and replaced with the following: "Business Day means a day (other than a Saturday or Sunday) on which

banks are open for general business in Geneva and Zürich (Switzerland)."

Schedule Payment Services

10. Book Date and Value Date

In deviation from Clause 5.1 Schedule Payment Services, when ING receives an amount in an EEA currency the Book Date can differ from the Value Date.

11. Revocation

In deviation of Clause 6 of Schedule Payment Services, the Client may revoke a Payment Order at any time until the corresponding Payment Transaction is debited from the Clients Account.

12. Refusal, suspension and forwarding of Payment Orders

In deviation of clause 7.5 of Schedule Payment Services ING may at any time, in particular for legal, regulatory or internal policy reasons, refuse, suspend or impose conditions to execute a Payment Order without being required to provide an explanation for such decision to the Client. ING shall not be held liable for the direct or indirect consequences of any such decision.

13. Erroneous credit

The Client undertakes to inform ING immediately in case any amount has been erroneously credited to the Account of the Client and to reimburse this amount. The Client authorizes ING to reverse any such entry without any further notice at the appropriate Value Date. The Client cannot object to ING's claim on the ground that the Client has already disposed of the amount erroneously credited.

14. Swiss Direct Debit

14.1. In addition to Clause 19.1 Schedule Payment Services, a Direct Debit regarding the Account of the Client with the Swiss ING Office can also be a Swiss Direct Debit based on the Direct Debit Rulebook as issued by the SIX Payment Services, defined as a Direct Debit, not being a SEPA Direct Debit Core or SEPA Direct Debit B2B, in Swiss francs or euro from the Swiss francs or euro Account of the Client with the Swiss ING Office and credited to an account of the Beneficiary held with a PSP in Switzerland. Notwithstanding the previous sentence and without prejudice to any deviations as indicated in this Schedule, the conditions in Schedule Payment Services regarding direct debits apply to Swiss Direct Debit.

14.2. A Swiss Direct Debit can be a "LSV+ Direct Debit" or a "Business Direct Debit". In deviation from Clause 20.3 of Schedule Payment Services a request to refund a LSV+ Direct Debit should be filed by the Client with the ING Office where its Account is held within 30 days from the date on which the funds were debited from the Account. A Business Direct Debit cannot be refunded at the Client's request.

15. Cash deposits and withdrawals

15.1. The Service of cash deposits is not available with the Swiss ING Office.

15.2. In addition to Clause 26 Schedule Payment Services, any cash withdrawal is subject to a 24 hours pre-notification and limited to a maximum amount of CHF 100.000,-.

Schedule Country Specifics United Kingdom

The following additional provisions shall apply to Services provided by ING Bank N.V., London Branch in/from the United Kingdom.

General Part

1. UK Direct Debit

In addition to Clause 19 of Schedule Payment Services, a Direct Debit can also be a United Kingdom Direct Debit, defined as a Direct Debit (not being a SEPA Direct Debit Core or SEPA Direct Debit B2B) in British Pound from the British Pound Account of the Client with the United Kingdom ING Office and credited to an account of the Beneficiary held with a PSP in the United Kingdom. The rules applicable to a United Kingdom Direct Debit can be obtained from the ING Office in the United Kingdom.

2. Security Interest

Clause 19.1 and 19.2 of the General Part are not applicable.

3. Liability

The following paragraph is added as a new sub-clause of Clause 20 General part: "Save as expressly set out in the Services Documents, all warranties, conditions and other terms implied by statute, common law or otherwise are, to the fullest extent permitted by law, excluded from the Services Documents."

4. Use of corporate opt-out

The Client acknowledges and agrees that it is not a Consumer. The client further agrees that, to the fullest extent permitted by applicable law, any provisions of law that may otherwise be deemed applicable to the Agreement and these Conditions, but that may be disapplied or applied differently to non-Consumers will be so disapplied or applied differently. This includes, without limitation, the whole of Part 5 of the United Kingdom Payment Services Regulations 2009 (SI 2009/209), as may be amended, ("PSRs") (Information Requirements for Payment Services) and all the provisions referred to in Part 6, Regulation 51(3) PSRs (Rights and Obligations in relation to the Provision of Payment Services) which the Client agrees are disapplied to the fullest extent permitted by the PSRs and replaced by the provisions of this Agreement.

Schedule Payment Services

5. Cheques

In addition to Clause 24 Schedule Payment Services, Cheques must be presented to the ING Office in the United Kingdom for payment within a maximum of 6 months of the date of the Cheque. ING may, but is not obliged to, pay any Cheques which are not sent to it for payment within such 6-month period subject to it being indemnified to its satisfaction and/or subject to any other terms it may stipulate from time to time.