



INFORMATION SHEET

Interbank Corporate Banking Service - CBI

INGTel

Version n.1/2021

INFORMATION ON THE BANK

ING Bank N.V., Milan Branch

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

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

For calls from Italy: 02 55226 1

For calls from abroad: +39 02 55226 1

Internet site: www.ing.com

Enrolled in the Register of Banks under no. 5529

A.B.I. Code 3475.1

Company Register and Tax Code 11241140158

VAT no. 11241140158

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

What is the Interbank Corporate Banking Service?

The Interbank Corporate Banking, known as CBI, is an online banking service that enables the transmission of payment and collection orders, and the receipt of all the accounting data needed for cash management.

CBI transmits online data flows relating to banking and commercial transactions provided by a bank (the Active Bank) to a company who is a client not only of the Active Bank, but also of other banks known as the Passive Banks.

The service incorporates an online connection between the company and the Passive Bank, and enables e-flows to be exchanged with Passive Banks as well as with the Active Bank through a proprietary infrastructure managed by the CBI S.c.p.a. which provides for the publication and updating of the list of available functions and corresponding service levels.

INGTel is the CBI offered by ING, as Active Bank, to its non-retail clients.

The main risks

The main risks are:

- unfavourable changes in the financial conditions. However, this risk is limited by the corresponding right of the client, in the case of unfavourable changes, to withdraw from the agreement without cost and without penalty within 60 days of the notification of the changes, and to obtain, at the time of termination of such agreement, term and conditions previously applied;
- the loss or theft of identification personalized security credentials to access to the service but are also minimized if the users comply with the common rules of caution and care;
- the temporary unavailability of the service for maintenance and updating activities.

Economic Conditions

INGTel

INGTel Set-Up	€	50,00	one-off
INGTel Subscription	€	100,00	per month

For information on the costs and currencies of the transactions carried out through INGTel, reference should be made to the Summary Document of the agreement relating to the current account on which INGTel will be linked with.

Termination and Complaints

Termination

The Client shall be entitled to terminate the agreement at any time and without penalties, giving written communication to ING Bank.

ING Bank is entitled to terminate this agreement giving the Client two months written notice.

In any case of termination, ING Bank shall close the relationship within 30 calendar days.

Complaints

Client wishing to make a complaint against ING Bank must follow the procedure that can be found at

<https://www.ingpcm.com/en/complaints-procedures>.

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

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

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

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

Definitions

Active Bank	Bank providing the unique front-end to CBI Service, guaranteeing its correct supply, implementing and managing the connections and the interchange with the client
Passive Bank	Bank that exchanges flows with the client through the Active Bank