

# Tariff Brochure for Transaction Services

## Bulgaria

## ING Bank N.V., Sofia Branch

Effective as of 01 February 2026

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

This Tariff Brochure for Transaction Services is effective as of 01 February 2026 and applicable to the transaction services offered by ING Bank N.V. - Sofia Branch (referred to as "ING Bank"). Rates offered in this brochure are subject to change. All fees shown in this brochure are exempt from VAT unless expressly stated otherwise. Exchange rates can be found via your local ING Office.



# Tariffs

## Accounts

Current account	(in local or foreign currency)		
Opening	€ 15.34	/ BGN 30.00	per account
Maintenance	€ 20.45	/ BGN 40.00	per month, per account
Non-resident Maintenance <sup>1</sup>	€ 100.00	/ BGN 195.58	per month, per account
Closing	€ 15.34	/ BGN 30.00	per account
Excessive credit balance maintenance <sup>2</sup>	%		per month, per account

Currency	Threshold for excessive credit balance	Applicable rate for excessive credit balance fee
JPY	JPY 0	0,25%
DKK	DKK 0	0,70%

## Global Channels

### InsideBusiness Payments CEE

Set-up	€ 46.02	/ BGN 90.00	per company	Plus VAT
Subscription	€ 15.34	/ BGN 30.00	per month, per company	
User subscription	€ 0.00	/ BGN 0.00	per month, per user	
Additional I-Dentity card	€ 10.23	/ BGN 20.00	per item	Plus VAT
Additional I-Dentity card reader	€ 46.02	/ BGN 90.00	per item	Plus VAT
Installation, training or repair	€ 25.56	/ BGN 50.00	per visit	Plus VAT
Confirmation of user rights	€ 20.45	/ BGN 40.00	per occurrence, per	Plus VAT

### InsideBusiness Payments

IBP Subscription fee	€ 8.69	/ BGN 17.00	per month, per company
IBP User fee	€ 8.18	/ BGN 16.00	per month, per user

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

Subscription	€ 280.00	/ BGN 547.63	per month, per	FIN, FileAct
Set-up	€ 5000.00	/ BGN 9,779.15	one-off, per structure	
Add customer to current contract of a Service Bureau	€ 350.00	/ BGN 684.54	per occurrence	

### Other Channels

Paper/ Fax/ Face fall back channel	€ 3.00	/ BGN 5.87	per transaction	Surcharge
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## Account, Balance and Transaction Reporting

### Interactive Channel (IBP, IBP CEE)

End of Day and Intraday Reporting (All available format)	€ 0.00	/ BGN 0.00	per month, per account
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### InsideBusiness Connect (File Transfer, EBICS, SWIFT))

End of Day Reporting (MT940, CAMT.053)	€ 25.56	/ BGN 50.00	per month, per account
Intraday Reporting (MT942, CAMT.052)			

<sup>1</sup> Company with registered address outside Republic of Bulgaria.

<sup>2</sup> Excessive credit balance is any positive balance over account above certain threshold. Excessive credit balance fee is calculated as a percentage on annual basis over daily excessive credit balance on account level as per table enclosed.

<b>Third Party Bank Reporting</b>	€ 25.56	/ BGN 50.00	per month, per account	
End of Day Reporting to third bank (MT940)	€ 25.56	/ BGN 50.00	per month, per account	Plus VAT
Intraday Reporting to third bank (MT942)	€ 25.56	/ BGN 50.00	per month, per account	Plus VAT
End of Day Reporting from third bank (MT940)	€ 25.56	/ BGN 50.00	per month, per account	
Intraday Reporting from third bank (MT942)	€ 25.56	/ BGN 50.00	per month, per account	
<b>Paper Statements</b>				
E-Statement (self-service via IBP)	€ 0.00	/ BGN 0.00	per month, per account	
Paper / via email in PDF	€ 0.00	/ BGN 0.00	per month, per account	Monthly Plus VAT
	€ 5.11	/ BGN 10.00	per month, per account	Weekly, Plus VAT
	€ 5.11	/ BGN 10.00	per month, per account	Daily, Plus VAT

## Billing, Invoices and Fee Report

### Billing Invoice

E-Invoice (local)	€ 0.00	/ BGN 0.00	per month, per E-Invoice	
Global Fee Report	€50.00	/ BGN 97.79	per month, per report	PDF and XLS format
	€ 275.00	/ BGN 537.85	per month, per report	XML (CAMT.086) format

## Credit transfers<sup>3</sup>

### Real Time credit transfer

Euro Real Time	€	<del>7.67</del> / BGN 15.00	per transaction	Code word 'TREA' required
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### SEPA credit transfer

Same day	€	1.28 / BGN 2.50	per transaction	
Tax	€	1.28 / BGN 2.50	per transaction	
ING In-house	€	0.00 / BGN 0.00	per transaction	
Batch	€	5.00 / BGN 9.78	per batch	
Transaction in batch	€	1.28 / BGN 2.50	per transaction in batch	
Batch Salary	€	5.00 / BGN 9.78	per batch	Code word 'SALA' required
Salary transaction in batch	€	1.28 / BGN 2.50	per transaction in batch	
Incoming	€	0.00 / BGN 0.00	per transaction	
Incoming ING in-house	€	0.00 / BGN 0.00	per transaction	

### International credit transfer

Standard	%	0.10	per transaction	Min. € 20.00, max. € 200.00
Urgent	%	0.30	per transaction	Min. € 50.00, max. € 350.00
Intra-company	%	0.10	per transaction	Min. € 20.00, max. € 200.00. Code word 'INTC' required
ING In-house	€	5.11 / BGN 10.00	per transaction	
Incoming	€	5.00 / BGN 9.78	per transaction	
Incoming intra-company	€	5.00 / BGN 9.78	per transaction	
Incoming ING in-house	€	0.00 / BGN 0.00	per transaction	

Cost option OUR <sup>4</sup>	€	30.00 / BGN 58.67	per transaction	Additional fee
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### R-messages

Reject	€	0.00 / BGN 0.00	per transaction	
Reject salary	€	0.00 / BGN 0.00	per transaction	
Revocation	€	10.23 / BGN 20.00	per occurrence	Plus VAT
Return SEPA CT	€	0.00 / BGN 0.00	per transaction	
Recall SEPA CT by ING	€	40.00 / BGN 78.23	per transaction	
Recall SEPA CT by third bank	€	0.00 / BGN 0.00	per transaction	
Automatic repair	€	0.00 / BGN 0.00	per occurrence	
Manual repair	€	10.23 / BGN 20.00	per occurrence	Plus VAT

<sup>3</sup> All payments within the European Economic Area (EEA), regardless of their currency, will be processed with payment option SHA (Shared Cost). This means that both payers and payees will pay their own costs.

<sup>4</sup> This fee applies only for payments outside the European Economic Area (EEA).

### Credit Transfer services

Order status reporting	€	0.00 / BGN 0.00	per occurrence	
Proof of payment	€	5.11 / BGN 10.00	per occurrence	
Standing order set-up	€	0.00 / BGN 0.00	per occurrence	Via IBP CEE
Standing order amendment	€	10.23 / BGN 20.00	per occurrence	Via IBP CEE
Payment modification via channel	€	2.56 / BGN 5.00	per occurrence	

### Other Services

#### Inquiry and investigations

Inquiry and investigations	€	2.56 / BGN 5.00	per occurrence	Domestic credit transfers. Plus VAT
	€	10.23 / BGN 20.00	per occurrence	SEPA and International credit transfers. Plus VAT

#### Document issuance

Audit letter – standard	€	61.35 / BGN 120.00	per occurrence	Plus VAT
Audit letter - urgent delivery	€	86.92 / BGN 170.00	per occurrence	Plus VAT
Bank reference – standard	€	20.45 / BGN 40.00	per occurrence	Plus VAT
Bank reference – urgent delivery	€	25.56 / BGN 50.00	per occurrence	Plus VAT
Client authentication towards third parties	€	20.45 / BGN 40.00	per occurrence	Plus VAT

### Direct Debits

#### SEPA Direct Debit (as debtor)

Transaction	€	1.28 / BGN 2.50	per transaction	One-off, recurrent, last. Core, B2B
Reversal	€	0.00 / BGN 0.00	per transaction	Core, B2B
Refund unauthorized collection	€	0.00 / BGN 0.00	per transaction	Core, B2B
Unjustified request for refund	€	60.00 / BGN 117.35	per occurrence	
Mandate set-up	€	5.00 / BGN 9.78	per occurrence	B2B
Mandate block settings	€	10.00 / BGN 19.56	per occurrence	Core, B2B
Mandate amendment	€	5.00 / BGN 9.78	per occurrence	B2B

### Cash management

#### Domestic Cash Management

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

#### International Cash Management

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

#### Virtual Cash Management

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

## Cards

### Corporate Card<sup>5</sup>

Corporate Card, corporate pay	€	35.00	per year	
Purchasing card	€	30.00	per year	
Transaction	€	0.00	per transaction	
Foreign exchange fee <sup>6</sup>	%	1.95	per transaction	On top of transaction amount
Late fee over not paid amount	%	1.50	of outstanding balance	
Rush card	€	129.00	per card	
ATM Cash advance	€	4.50	per transaction	
Cash advance over the counter	%	3.00	per transaction	Min. € 4.50
Paper-based monthly statement	€	3.00	per month, per statement	
Copy statement	€	8.00	per statement	
Smart Data Reporting set-up	€	750.00	one-off	Includes one training
Smart Data Reporting subscription	€	500.00	per year	
Smart Data File delivery set-up	€	1000.00	one-off	
Smart Data File delivery subscription	€	1200.00	per year	
Smart Data File delivery file re-creation	€	50.00	per month	Up to 100 cards
	€	100.00	per month	For 101-250 cards
	€	-	per month	More than 250 cards upon request
Purchase Control set-up (user interface)	€	750.00	one-off	
Purchase Control subscription	€	500.00	per year	
Purchase Control set-up (API)	€	-	one-off	Upon request
ING Central Travel Solution	€	0.00	one off	

## Cash<sup>7</sup>

### Denomination Exchange Services

Via counter	%	5.00	per transaction	Coins and/or notes
	%	2.00	per transaction	Notes
Via CIT	%	2.00	per transaction	Coins. Plus VAT
	%	1.00	per transaction	Coins and/or notes. Plus VAT

### Deposits via counter in EURO

Coins	%	3.00	per transaction	
Notes	%	1.00	per transaction	Unsorted.
	%	0.50	per transaction	Sorted.
	%	1.00	per transaction	
Third Party Deposits via counter				
Coins	%	3.00	per transaction	min. €5.11/ BGN 10.00
Notes	%	1.00	per transaction	Unsorted, min.€5.11 / BGN 10.00
	%	0.50	per transaction	Sorted, min.€5.11 / BGN 10.00

Foreign currency <sup>8</sup>	%	1.00	per transaction	min.€ 5.11 / BGN 10.00
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### Deposits via CIT

Subscription	€	281.21 / BGN 550.00	per month	Plus VAT
Trip	€	21.99 / BGN 43.00	per occurrence	Plus VAT
Additional trip	€	25.56 / BGN 50.00	per occurrence	Plus VAT

<sup>5</sup> This product is offered by ING Bank N.V., registered office Amsterdam, Trade Register no. 33031431, Chamber of Commerce Amsterdam, The Netherlands Please refer to [www.ingwb.com/cardtariffs](http://www.ingwb.com/cardtariffs) for the tariffs in EUR and USD.

<sup>6</sup> This fee is incorporated in the amount of the transaction. The currency conversion rates are published at <https://www.mastercard.com/global/en/personal/get-support/convert-currency.html>.

<sup>7</sup> ING provides cash services - withdrawal and cash deposit for the following currencies only: Euro, US Dollars and British Pounds. Cash Deposits: Please list all denominations on the deposit slip provided. Please arrange all banknotes facing the same way. Cash Withdrawals: Amounts above those listed hereafter or in other currencies are subject to one day notice before 14:00 h. Please call 02 917 6530, 02 917 6531 or 02 917 6532. Amounts: USD 5.000 (five thousand), EUR 5.000 (five thousand). Working time cash desk: Mon – Fr 09:00 – 12:00 (with the exception of bank holidays).

<sup>8</sup> ING provides cash services - withdrawal and cash deposit for the following currencies only: , US Dollars and British Pounds. Cash Deposits: Please list all denominations on the deposit slip provided. Please arrange all banknotes facing the same way.

Refused trip	€	25.56 / BGN 50.00	per occurrence	Plus VAT
Seal bag	€	1.02 / BGN 2.00	per item	Plus VAT
Counting commission	%	0.50	per month	
<b>Withdrawals via counter</b>				
Coins	%	3.00	per transaction	
Notes	%	0.50	per transaction	
Foreign currency	%	1.00	per transaction	
<b>Withdrawals via CIT</b>				
Subscription	€	281.21 / BGN 550.00	per month	Plus VAT
Trip	€	21.99 / BGN 43.00	per occurrence	Plus VAT
Additional trip	€	25.56 / BGN 50.00	per occurrence	Plus VAT
Seal bag	€	1.02 / BGN 2.00	per item	Plus VAT
Counting commission	%	0.50	per month	

## Documentary Payments<sup>9</sup>

### Export Letters of Credit

Advising fee	%	0.15	Min. € 50.00 / BGN 97.79, max. € 1000.00 / BGN 1955.83
Confirmation commission	€	-	Subject to agreement
Transfer commission	%	0.30	Min. € 150.00 / BGN 293.37
All-in fee (handling, forwarding and payment)	%	0.25	Min. € 100.00 / BGN 195.58
Handling fee	%	0.10	Min. € 50.00 / BGN 97.79
Acceptance/ deferred payment commission	%	0.25 per quarter or part thereof	Min. € 100.00 / BGN 195.58
Negotiation of documents	€	-	Subject to agreement
Amendment fee	€	30.00 / BGN 58.67	
Handling charges tracers	€	30.00 / BGN 58.67	Plus VAT
Cancellation fee	€	50.00 / BGN 97.79	
Assignment commission	%	0.15	Min. € 100.00 / BGN 195.58

### Import Letters of Credit

Pre-advice	€	30.00 / BGN 58.67	Plus VAT
Issuance commission with cash deposit <sup>10</sup>	%	0.30 per quarter or part thereof	Min. € 150.00 / BGN 293.37. Plus € 50.00 / BGN 97.79 opening fee
Issuance commission without cash deposit	€	-	Subject to agreement
Issuance commission (Increase / Extension for a new quarter)	%	0.30 per quarter or part thereof	Min. € 150.00 / BGN 293.37
Documents commission	%	0.20	Min. € 100.00 / BGN 195.58
Acceptance/ deferred payment commission	%	0.25 per quarter or part thereof	Min. € 100.00 / BGN 195.58
Amendment fee/Extension within one	€	30.00 / BGN 58.67	
Discrepancy fee	€	50.00 / BGN 97.79 per set of documents	
Cancellation fee	€	50.00 / BGN 97.79	
<b>Import Collection<sup>11</sup></b>			
Against payment: Payment commission	%	0.20	Min. € 50.00 / BGN 97.79
Against acceptance: Handling charges acceptance	%	0.20	Min. € 100.00 / BGN 195.58

<sup>9</sup> Communication charges, excluding those for special courier services, are included in commissions for documentary credits and collections. Commissions for Issuing or Increase / Extension are payable upon issuance as well as at the beginning of each quarter or part thereof during the period of validity of the contingent engagement. Special courier services will be charged, based on actual cost. Documentary Credits are subject to Uniform Customs and Practice for Documentary Credits of the ICC Paris (Revision 2007, Publication 600). Collections are subject to Uniform Rules for Collections of the ICC Paris (Revision 1995, Publication 522).

<sup>10</sup> For the establishment of facility limit for issuance of Letters of Credits the Bank applies a one-off application processing flat fee of EUR 250.00. For additional complexity, urgency, control of back-to-back L/Cs, transfer of L/Cs, etc., the commission can be subject to negotiation.

<sup>11</sup> All out of pocket expenses related to the protest procedure will be presented for payment additionally.

Remittance 'Free of Payment'	€	50.00 / BGN 97.79	
Handling charges amendment	€	30.00 / BGN 58.67	
Handling charges tracers	€	50.00 / BGN 97.79	Plus VAT
Avalising charges	€	-	Subject to agreement
Handling charges protest	€	100.00 / BGN 195.58	Within the Sofia Regional Court region
Handling charges protest	€	200.00 / BGN 391.17	Outside the Sofia Regional Court region
<b>Export Collection</b>			
Payment commission	%	0.20	Min. € 100.00 / BGN 195.58
Handling charges amendment	€	30.00 / BGN 58.67	
Handling charges tracers	€	50.00 / BGN 97.79	Plus VAT
Avalising charge	€	-	Subject to agreement

## Bank Guarantees<sup>12</sup>

### Issued - General

Pre-advice	€	30.00 / BGN 58.67	Plus VAT
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### Issued - Credit facility

Opening: Handling fee of a new bank guarantee request	€	-	Subject to agreement
Extension: Handling fee an extension request	€	-	Subject to agreement
Issued - Stand-alone (cash covered)			
Guarantee commission	%	0.30 per quarter or part thereof	Min. € 150.00 / BGN 293.37. Plus € 50.00 / BGN 97.79 handling fee
Guarantee commission (increase/extension request)	%	0.30 per quarter or part thereof	Min. € 150.00 / BGN 293.37

### Received - General

Advising charge	%	0.15	Min. € 30.00 / BGN 58.67, max. € 1000.00 / BGN 1955.83
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### Miscellaneous

Authentication of bank guarantees issued directly to the beneficiary	%	0.10	Min. € 30.00 / BGN 58.67, max. € 300.00 / BGN 586.75
Claim fee	%	0.20	Min. € 75.00 / BGN 146.69
Handling and forwarding fee of demand for payment or documents	%	0.10	Min. € 50.00 / BGN 97.79, max. € 500.00 / BGN 977.92
Amendment fee / extension within one quarter	€	30.00 / BGN 58.67	
Cancellation of demand for payment	€	30.00 / BGN 58.67	
Assignment of proceeds / beneficiary's rights	€	-	Subject to agreement

## Cross currency Payments

### Transfers which are ordered in a currency different from that of the account

When any transfer exceeds EUR 100,000 equivalent preferential rate can be agreed with the Bank and confirmed in writing to the Bank. For amounts below EUR 100,000 (or equivalent in other currency) the respective rate from the daily exchange rates bulletin will be applied. The bulletin is available at the Bank's premises, on <https://ingwb.bg/en/exchange-rates> or upon client's request.

## Foreign Exchange and Money Market Products

### Foreign Exchange

Charge	free of charge
Type of product	FX spot, FX forward, FX swap

<sup>12</sup> For the establishment of facility limit for issuance of Bank Guarantees the Bank applies up-front a one-off application processing flat fee of EUR 250.00. For additional complexity, urgency, control of counter guarantees, etc., the commission can be subject to negotiation. Communication charges, excluding those for special courier services, are INCLUDED in commissions for documentary credits. Commissions for Issuing or Increase / Extension are payable upon issuance as well as at the beginning of each quarter or part thereof during the period of validity of the contingent engagement. Special courier services will be charged, based on actual cost. Documentary Credits are subject to Uniform Customs and Practice for Documentary Credits of the ICC Paris (Revision 2007, Publication 600).



Exchange rates	As published in the daily Exchange Rates bulletin, available in the Bank's premises and <a href="https://ingwb.bg/en/exchange-rates">https://ingwb.bg/en/exchange-rates</a> . In case the amount of the transaction is bigger than EUR 100,000 (or equivalent in other currency) a preferential rate may be negotiated
Value date	As requested by the client. For FX transactions with maturity above Spot limits should be pre-agreed with the Bank and all required documentation will be signed.
Cut-off time for same day FX	16:00 h
FX Confirmations:	<ul style="list-style-type: none"> <li>- any FX transaction with value date up to Spot with a client who has no relevant pair of accounts at the Bank shall be confirmed by the client immediately in the written form prescribed by the Bank;</li> <li>- any FX transaction above Spot should be confirmed by the client within two business days in the written form prescribed by the Bank;</li> <li>- any FX transaction executed and confirmed by the client via ING Trade does not require additional written confirmation by the client.</li> </ul>

### **Money Market Products**

Charge for opening of deposit	free of charge
Type of product	Fixed period deposits (referred to as "term deposits")
Deposit interest rates	As published regularly in the Interest Rates bulletin, available in the Bank's premises
Maturities of deposits	As requested by the client
MM Confirmations:	<ul style="list-style-type: none"> <li>- any MM transaction shall be confirmed by the client immediately in the written form prescribed by the Bank;</li> <li>- any MM transaction executed and confirmed by the client via ING Trade does not require additional written confirmation by the client.</li> </ul>

## Corporate Finance

ING Bank N.V. – Sofia branch offers credit facilities in Bulgarian leva and foreign currency to corporate clients operating in leading industries – utilities power, telecommunications, transport, food and beverage, trade, as well as other industrial sectors of the economy.

### Types of Corporate Financing

- Short-term facilities in the form of overdraft or revolving credit facility
- Import or export financing
- Limits for issuance of Bank Guarantees or Letter of Credits
- Project financing
- Co-financing with other international finance institutions
- Investment financing

The Bank does not offer lending products to corporate clients with standard terms and conditions. Lending terms and conditions – purpose, amount, term, collateral, interest rate and other are subject to concrete negotiation.

## List of the Main Foreign Correspondents

Cur.	Bank	BIC Code	Cur.	Bank	BIC Code
USD	JPMorgan Chase Bank, N. A. New York	CHASUS33	NOK	ING Bank N.V., Amsterdam	INGBNL2A
EUR	ING Bank N.V., Amsterdam	INGBNL2A	AUD	ING Bank N.V., Amsterdam	INGBNL2A
CHF	ING Bank N.V., Amsterdam	INGBNL2A	CZK	ING Bank N.V. – Prague Branch	INGBCZPP
GBP	ING Bank N.V., Amsterdam	INGBNL2A	HUF	ING Bank N.V. – Hungary Branch	INGBHUHB
CAD	The Bank of Montreal, Montreal	BOFMCAM2	PLN	ING Bank Slaski N.A.	INGBPLPW
JPY	Mizuho Corporate Bank Ltd, Tokyo	MHCBJPJT	RON	ING Bank N.V. – Bucharest Branch	INGBROBU
SEK	Skandinaviska Enskilda Banken, Stockholm	ESSESESS			
DKK	ING Bank N.V., Amsterdam	INGBNL2A			

# Overview

On June 16, 1994 Bulgarian National Bank granted ING Bank N.V. a full license for banking activities in Bulgaria. ING Bank N.V. - Sofia Branch commenced operations in October 1994.

Following Bulgaria's accession in the European Union on January 1st 2007, the Dutch National Bank started to perform prudential supervision over ING Bank N.V. – Sofia Branch activities, while the Bulgarian National Bank continues to be responsible for company's day-to-day operations.

As of January 1, 2026, the official currency of Bulgaria is the Euro, replacing the previously used Bulgarian Lev currency.

## Activities

ING Bank N.V. – Sofia Branch (ING Bank Sofia) as a wholesale banking player provides services in the areas of Corporate Banking, Trade and Commodity Finance, Investment financial instruments services under Art. 5, Para. 2 of the Law on the Markets in Financial Instruments Law /MFIL/, including additional services under Art. 5, Para.3 of the MFIL and Payments and Cash Management products

## Target Clients for ING Bank Sofia are:

- Multinational and international companies
- Large, export oriented Bulgarian companies
- Major importers/exporters to/from Bulgaria

## Transaction services offered by ING Bank Sofia are:

Payment and Cash Management Services

- Bank Accounts
- Interactive channels
- Local and Foreign single credit transfers
- Domestic Direct Debit
- Commercial cards
- Reporting
- Cash Deposit and Cash Withdrawal
- Foreign Exchange Products – Spot, Forward and Swaps in major currencies and BGN
- Money Market Products –Term Deposits (major currencies, BGN)

Trade Finance

- Export and Import finance
- Export L/C advising and confirmation
- Import L/C opening
- Guarantees

Corporate Financing

- Short-term facilities in the form of overdraft or revolving credit facility
- Import or export financing
- Limits for issuance of Bank Guarantees or Letter of Credits
- Project financing
- Co-financing with other international finance institutions
- Investment financing

# Conditions

## Business Days

Information regarding Business Days and the execution of Payment Services can be found on: <http://www.government.bg>  
A Business Day is each Business day, except the official holidays in Bulgaria as listed in the Labour Code, weekly non-working days (Saturday and Sunday) and/or other official holidays and non-working days as announced by the Council of Ministers. Information regarding TARGET closing days can be found on: <http://www.ecb.int/home/html/holidays.en.html>

## Debit and Credit interest rates

If, for any reason, any of the clients' accounts kept with ING shows a negative (debit) balance or, in the event of an overdraft arrangement between ING and the client, the debit balance of the relevant account exceeds the permitted limit approved for the client, default interest shall be accrued on the amount of such debit balance or of such excess, as the case may be. Default interest is calculated on the daily debit balance based on fix rate of 7.00% for USD and 5.00% for EUR and all other currencies. Interest paid on credit balances on Current Accounts are at ING's discretion and are available upon request.

## Standard Corporate Customer Terms and Conditions

The present Standard Corporate Customer Terms and Conditions (also referred to as the Tariff Brochure for Transaction Services) are an integral part of ING's Wholesale Banking Condition as in force from time to time and apply to the relationship between any client and ING and to all Services provided by ING as agreed in the agreement with such client. The present Standard Corporate Customer Terms and Conditions apply to normal transactions. An additional charge may be negotiated for special services.

## Calculation of commissions and taxes

The fixed values of commissions and taxes, expressed in one currency, if payable in other currencies, shall be calculated at the official exchange rate announced by the BNB for the date of the transaction.

## Party to pay commissions

All commissions, postal and other out-of-pocket expenses are due by the party, which initiates the transaction, unless otherwise expressly stipulated.

## Compensated value date

In case the Client requests a Payment Order with same day value (SDVA code word), ING will make sure that the debit value date will correspond with the date on which the PSP of the Beneficiary is credited. Compensated value date is chargeable according to these Tariffs and Conditions.

## Modification of credit transfer

The client is able to modify a credit transfer, provided that such request has been received by the Bank in original latest one Business Day prior to the execution date. Modification is chargeable according to these Standard Corporate Customer Terms and Conditions.

## Revocation of credit transfer

The client is able to revoke a credit transfer, provided that such revocation has been received by the Bank in original latest one Business Day prior to the execution date. Revocation is chargeable according to these Standard Corporate Customer Terms and Conditions.

## Direct debit blocks

The client completes the Agreement for Direct Debit in three originals. All 3 copies should be brought to ING first. One remains for ING, the second copy is for the client and the third copy should be delivered to requesting bank. In case the client wants to terminate the Agreement for Direct Debit, or to make any amendment (such as to increase the maximum debited amount threshold or to change the debited account) this should be done by ING and the receiving bank must be informed afterwards about the changes. If the client does not state the exact expiration date of the Agreement for Direct Debit, then the Agreement is considered to be valid until the debtor revokes it or it lapses due to inactivity, expiring after 36 months without a direct debit being presented. To remain valid, mandates must contain the debtor's signature and essential details, but they can be renewed and remain in effect indefinitely if used regularly.

## Specific forms

The applicable forms accepted by the Bank are available in the Bank premises / Client Service area and on the website of the Bank.

## Paper delivery

The execution time of outgoing Payment Orders can be extended by ING by one Business Day if Payment Orders are initiated by the Account Holder in paper form. It is not possible to submit Payment Orders in paper form for Batch Payments and Standing Orders.

## Fixed Period Deposits Terms and Conditions

All interest rates are annual (per annum) and fixed for the term of the deposit. The method used for calculation of the accrued interest is simple interest formula. The interest basis for calculation of accrued interest is actual number of days / 360 (ACT/360). The payment of accrued interest of a term deposit is usually done on the maturity date of the deposit. Payment of accrued interest is also possible to be posted on a monthly basis. It is possible deposits to have amortizing Principal amount. Term deposits are not revolving i.e. cannot be renewed (rolled-over) automatically by the Bank. It is the obligation of every client to monitor its deposits maturities, and as an option at the maturity of a deposit a Client can negotiate new term deposit with the Bank at the current interest rates. Minimum amount for a term deposit negotiated via phone is 1,000.000 currency units. Exceptions from this requirement can be made for clients, who have other deposits above the minimum required amount or average daily balances on current accounts from the previous month above the minimum required amount. Minimum amounts for term deposits executed via ING Trade is whatever the ING Trade system accepts as minimum denomination.

Early termination of a term deposit (before the agreed maturity date) at a Client request is possible. In that case, the Client sends to the Bank a written notification one business day prior to the desired date of early termination. The term deposit settlement amount will be equal to the principal amount plus half of the accrued interest to the day before the early termination date minus the breakage cost. The breakage cost will be calculated as the principal amount multiplied by the difference between the borrowing interest rate and the fixed rate of the deposit for the number of days from the early termination date until maturity date. However, if the borrowing interest rate is less than the fixed rate of the deposit the breakage cost shall be zero. The Borrowing interest rate is the interest rate at which the Bank is able to borrow the Principal amount in the interbank market for the period from the deposit early termination date to its original maturity date.

In case of excess market volatility as determined by the Bank, the Bank's Interest Rates Bulletin will not apply and the deposit interest rates shall be determined solely at the discretion of the Bank.

## Privacy Statement

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

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

#### **Cut-off times**

ING improves its delivery and process times on a regular basis. The most actual Cut-off times can be found online: <https://www.ingwb.com/en/service/payments-and-collections/what-is-payment-cut-off-times>

#### **Complaints and Procedures**

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

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

# Want to know more about ING?

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

## Business hours

<b>Client Services</b>	09:00 – 16:00
<b>Cash desk</b>	09:00 – 12:00

## Business Days

Monday to Friday  
(with the exception of bank holidays)

## Contact details

ING Bank N.V. - Sofia Branch  
69 Bulgaria Blvd, office tower B, floor 10 1404, Sofia  
Bulgaria

## SWIFT BIC

INGBBGSF

## Customer Service Desk

<b>Telephone</b>	+359 2 917 64 00 +359 2 917 67 00
<b>Fax</b>	+359 2 917 65 78

ING Bank N.V. - Sofia Branch, registered address at 69 Bulgaria Blvd, office tower B, floor 10, Sofia 1404, Bulgaria, registered in the Commercial Register with the Entries Agency, EIK 831553811, operationally regulated in Bulgaria by the Bulgarian National Bank, 1, Knyaz Alexander I Sq., Sofia 1000, Bulgaria.

