

Summary of costs and charges for ING payment products for personal customers



ING is one of the Netherlands' largest providers of financial services and products. Customers can turn to ING for financial products for payments, savings, loans, mortgages and investments. ING is also an insurance broker.

This brochure is valid from 1 January 2025 .
The information in this summary is subject to change, as are the rates, fees and charges, and interest rates. For up-to-date information, please check [ing.nl](https://www.ing.nl).

ING has its registered office at Bijlmerdreef 106 in Amsterdam (postcode 1102 CT), and is registered in the Trade Register of Amsterdam under number 33031431. ING is registered with De Nederlandsche Bank (DNB, Dutch Central Bank) and the Dutch Authority for the Financial Markets (AFM) in the Register for Credit Institutions and other Financial Institutions. ING is also supervised by the Netherlands Authority for Consumers and Markets (ACM). For more information about the supervision of ING, please contact DNB (www.dnb.nl), AFM (www.afm.nl) or ACM (www.acm.nl) directly.

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Payment packages

A payment package for your day-to-day banking

The package contains a Current account, a Debit card, iDEAL, Internet banking with *Mijn ING*, and mobile banking with the Mobile Banking App (including Apple Pay or Google Pay). Depending on your package, it also includes a Credit Card, a joint account and purchase protection.

The charges for additional products and services can be found further down in this overview. These charges will be added to the price of your payment package.

We have special accounts for children, young people and students. If you have a *BasisPakket*, *BetaalPakket* or *RoyaalPakket*, go to page 13 to see which charges for these packages are different from the *OranjePakket* charges.

Payment packages	Oranjepakket with discount	OranjePakket	OranjePakket Extra
Costs per month	€3.45	€3.90	€6.65
Current account on 1 name (this includes a Debit card)	✓	✓	✓
Mobile Banking App and <i>Mijn ING</i>	✓	✓	✓
Second account holder in case of a joint account (this includes a Debit card)	€1.10	€1.10	✓
Credit card**	€1.90	€1.90	✓
Platinum card**	€4.35	€4.35	50% discount*
Additional Credit card**	€1.25	€1.25	€1.25
Additional Platinum card**	€2.60	€2.60	€2.60
Emergency cash abroad	max €2,000	max €2,000	max €4,000
Cash (banknote) withdrawals in euros using the Debit card in EEA countries	€0.80 per transaction	✓	✓
Cash (banknote) withdrawals in euros using the Debit card in non-EEA countries	€3.50	€3.50	€3.50
Number of free cash deposits of banknotes in Euro's (next cash deposit €6.00)	-	2	4
Set of 20 European transfer forms	not possible	€12.50	€12.50
Set of 20 postage-paid ING return envelopes sent to the ING customer's postal address	not possible	€15.00	€15.00
Digital account statements	✓	✓	✓
Monthly paper account statements (also in Braille)	not possible	€1.25	€1.25
Bi-weekly paper account statements (also in Braille)	not possible	€1.75	€1.75
Copy of an account statement	not possible	€4.50 per account statement	€4.50 per account statement
Purchase protection for payments by Debit card or iDEAL***	not possible	-	✓
10% discount on the service fee of <i>Eenvoudig Beleggen</i>	not possible	-	✓

* The OranjePakket Extra includes a Credit card (conditions apply). Instead of a Credit card you can also choose a Platinum card with 50% discount.

** The Credit card fee is charged once per year.

*** Terms and conditions apply, for more information see ing.nl/aankoopverzekering.

Accounts

Student account (age 18 to 30)	free
Youth account (age 12 to 18)	free
Child account (age 0 to 12)	free

The interest rates for the Current account, Child current account, Youth current account and Student current account are as follows:

Interest

Balance of between €0 and €100,000	0.00%
Balance of between €100,000 and €250,000	0.00%
Balance of over €250,000	0.00%

Interest is paid and charged monthly or quarterly, always in arrears on the first day of the next month.

Additional products

If you want to take out additional products, you can do so separately. Please see the charges for additional products below. These charges will be added to the price of your payment package.

Debit card

Debit card for an authorised representative	€1.10 per month
Debit card replacement, regardless of the reason*	€4.50
<i>Mijn Betaalpas</i> debit card request	€9.75
<i>Mijn Betaalpas</i> debit card replacement to change the photo	€9.75
<i>Mijn Betaalpas</i> debit card replacement for other reasons*	€4.50

* Exception: if the debit card stops working within the first six months after having been issued, it will be replaced free of charge.

Credit card* (monthly)

Credit card	€1.90**
Additional credit card	€1.25**
Platinum card	€4.35**
Additional Platinum card	€2.60**
Student credit card	€1.20**

* In the *OranjePakket Extra*, a Credit Card or a Platinum Card at 50% discount is included in the package.

** The Credit card fee is charged once per year.

Switch to ING

Switch to ING	€0.00
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Coin roll withdrawal

from <i>Geldmaat</i> ATMs (this is a business product)	€7.64 per transaction + €0.38 per coin roll
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Usage

In some cases, payments, cash deposits and cash withdrawals are subject to a fee. Keep reading to find out when. Please note: the charges for certain products and services are different when you have a *BasisPakket*, *BetaalPakket* or *RoyalPakket* package. See page 13 for these charges.

Payments

With a debit card in the Netherlands

At a payment terminal at shops, petrol stations, restaurants, etc. €0.00

With a debit card abroad

At shops, petrol stations, restaurants, etc.

- When paying in euros €0.00
- When paying in a foreign currency 1.40% currency mark-up¹

With a credit card

At shops, petrol stations, restaurants, etc.

- When paying in euros €0.00
- When paying in a foreign currency 2.00% currency mark-up¹

Transfers using:

- *Mijn ING* €0.00
- iDEAL €0.00
- Mobile Banking €0.00
- a giro collection form on *Mijn ING* and Mobile Banking €0.00

Set of 20 postage-paid ING return envelopes sent to the ING customer's postal address €15.00 per set
(not available with the *OranjePakket* with discount)

Cash deposits

At a *Geldmaat* ATM

Cash deposit into holder's own account

OranjePakketExtra

- The first four banknote deposits in a calendar year² €0.00
- Each additional deposit in the same calendar year and all coin deposits €6.00

OranjePakket and Student account

- The first two banknote deposits in a calendar year² €0.00
- Each additional deposit in the same calendar year and all coin deposits €6.00

OranjePakket with discount €6.00

Youth account

- The first two banknote or coin deposits in a calendar year² €0.00
- Each additional deposit in the same calendar year €6.00

Child account

- The first three banknote or coin deposits in a calendar year €0.00
- Each additional deposit in the same calendar year €6.00

¹ ING charges a currency mark-up on all transactions in a foreign currency. The currency mark-up means that ING, when converting foreign currency into euros, adds a percentage to the amount spent. This currency mark-up is incorporated into the amount spent. ING uses the exchange rates provided by MasterCard International for payments with a debit card with the Maestro logo on it or an ING credit card. For debit cards with the V PAY logo, ING uses VISA International's exchange rates. Exchange rates may differ by country and by day. The exchange rate calculator on ing.nl lets you calculate ING's currency mark-up compared to the ECB's euro foreign exchange reference rate. As of the end of April 2021, we send notifications on *Mijn ING* and in the Mobile Banking App to inform you of our currency mark-up as a percentage compared to the ECB's euro foreign exchange rate every time you perform a transaction in a foreign currency in one of the EEA countries for the first time in any one calendar month. For up-to-date information, please check ing.nl.

² When switching account types during a calendar year, previous transactions in that calendar year will be included when determining the number of free cash deposits in that calendar year. This applies only to the calendar year during which the account holder switched account types.

Cash withdrawals

Cash (banknote) withdrawals in euros using the debit card¹

- In the Netherlands and other EEA countries
exception: *OranjePakket* with discount
exception: Student account

cash withdrawal fee

free
€0.80 per transaction
12 free withdrawals per calendar year;
€0.80 per transaction after that

- non-EEA countries

€3.50

Cash (banknote) withdrawals without using the debit card¹

- In the Netherlands
exception: *OranjePakket* with discount
exception: Student account

free
€0.80 per transaction
12 free withdrawals per calendar year;
€0.80 per transaction after that

Foreign currency withdrawals using the debit card²

Foreign currency withdrawals

€3.50 + 1.40% currency mark-up²

Cash withdrawals at ATMs up to €5,000 in any currency, provided the ATM allows it. Exceptions: cash withdrawals in Indonesia and cash withdrawals by young people under the age of 18 are capped at €250.

Using a credit card

- Euro withdrawals

4.00% of the amount withdrawn with a minimum of €4.50

- Foreign currency withdrawals

4.00% of the amount withdrawn with a minimum of €4.50 + 2.00% currency mark-up²

The maximum withdrawal is €400 per day for the ING credit card and €1,000 for the ING Platinum card. Possible at ATMs anywhere in the world; possible at bank branches only outside the Netherlands.

The European Commission has chosen the ECB (European Central Bank) euro foreign exchange rate as the reference rate. Published daily, the ECB euro foreign exchange rate is used as the basis for calculation of our currency mark-up as a percentage compared to the ECB foreign exchange rate. We publish this percentage to enable you to compare it to rates published by other payment service providers in the EEA. This will allow you to make the right decision as to whether or not you want to use the Dynamic Currency Conversion service (DCC). The DCC service comes into play when you pay the transaction amount in euros rather than paying it in the currency of the country in question. A payment service provider in the EEA that offers the DCC service is also under an obligation to publish their foreign exchange fee percentage. You can check our percentage using our exchange rate calculator on ING.nl. ING is unable to publish this percentage in the calculator for currencies for which the ECB does not provide a euro foreign exchange reference rate.

Every time you perform a transaction in a foreign currency in one of the EEA countries for the first time in any one calendar month, you will receive a notification from us on *Mijn ING* and in the Mobile Banking App with details of the currency mark-up as a percentage compared to the ECB's euro foreign exchange rate.

Please note: the exchange rate, including ING's currency mark-up, and the converted amount in euros are for information purposes only. ING will always use the exchange rate as it is on the day when the transaction is submitted to ING and processed. This rate may differ from the exchange rate on the transaction date.

¹ When withdrawing cash at a foreign ATM, the bank in question may charge you for using their ATM. If so, you will be advised of this additional charge during the withdrawal process, and the withdrawal will only go ahead if you explicitly accept the additional charge. We will subsequently debit this charge from your account along with the amount you have withdrawn.

² ING charges a currency mark-up on all transactions in a foreign currency. The currency mark-up means that ING, when converting foreign currency into euros, adds a percentage to the amount spent. This currency mark-up is incorporated into the amount spent. ING uses the exchange rates provided by MasterCard International for payments with a debit card with the Maestro logo on it or an ING credit card. For debit cards with the V PAY logo, ING uses VISA International's exchange rates. Exchange rates may differ by currency and by day. For up-to-date information, please check ing.nl.

Overdraft

Below you will read more about overdraft with permission and overdraft without permission.

Being overdrawn with permission

Below we will explain how we calculate interest when you use your ING Overdraft or ING Student Overdraft.

Interest rate

You only have to pay interest on the amount by which you are overdrawn. The ING (Student) Overdraft has a variable interest rate. The annual effective rate is equal to the maximum cost of credit minus a fixed percentage of 0.1% for ING Overdraft and 2.8% for ING Student Overdraft.

ING Overdraft interest rate = maximum cost of credit - fixed percentage

You can find the current interest rates for the ING Overdraft and ING Student Overdraft on our website ing.nl/tarieven. How ING sets the interest rate is explained in the applicable product conditions. These can be found at ing.nl/roodstaan and ing.nl/roodstaanstudent.

How we calculate interest:

- Take the negative final balance on any one day between the first and the last day of the month.
- Multiply the negative final balance of the day by the nominal¹ interest rate as applicable on that day and divide the outcome by 100.
- Next, divide the result by the number of days in that year (365 or, in a leap year, 366 days). This will give you the amount of debit interest payable for that day.
- Add up the debit interest due for all the days with a negative final balance to get the total debit interest due for the past month.

For example: You are €150 overdrawn on one day and the nominal interest rate is 13.97%. The calculation will then be as follows: $(€150 \times 13.97)/100 = €20.96$. The interest due for that day is $€20.96/365 = €0.06$ (rounded).

We debit the interest due from your current account on the 1st business day of the month.

Being overdrawn without permission

If you are overdrawn by an amount greater than is permitted by your spending limit, then you are said to be exceeding the limit. We also call this being overdrawn without permission. You do not have to pay interest on the excess amount, but you do need to repay the excess amount immediately.

¹Please note: the current interest rates we publish on ing.nl are effective interest rates. The interest we charge monthly is based on the nominal interest rate. The current nominal interest rate will be stated on your daily statement. The effective annual interest rate is always somewhat higher than the nominal interest rate because the effective rate factors in interest on interest over the period of one year. After all, if you do not clear the overdraft, interest will be added to your debt every month, meaning that interest will also be charged on interest added previously.

Balance and transaction information

Please note: the charges for certain products and services are different when you have a *BasisPakket*, *BetaalPakket* or *RoyalPakket* package. See page 13 for these charges.

Digital account statements

Downloading and printing account statements from <i>Mijn ING</i>	€0.00
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Mobile Banking¹

Mobile Banking ¹	€0.00
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Paper account statements, monthly, in the Netherlands and abroad (also in Braille)

• Once every two weeks	€1.75
• Monthly	€1.25 ²

Copy of an account statement	€4.50 per copy
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Paper account statements are not available with the *OranjePakket* with discount

Paper ING credit card, Platinum card and student credit card statements

Monthly	€0.00 ³
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¹ Internet and (mobile) call charges incurred to access Mobile Banking are for your own account.

² If yours is a child current account or youth current account or you receive statements in Braille, you can get monthly account statements free of charge.

³ Credit card statements are not available to customers with *Mijn ING* access/the ING app.

International

Your current account lets you transfer money abroad and receive transfers from abroad. The charges involved are listed below.

Transferring money abroad

	Shared cost Each party pays their own bank charges	Our cost You pay all the bank charges for the transfer	Beneficiary cost The recipient pays all the bank charges for the transfer ¹
European transfer ²	€0	N/A	N/A
World payment ² • On <i>Mijn ING</i>	€6	€6 + the charges per country	€0

In addition to any transaction costs listed in the above table, ING charges a currency mark-up for non-euro transactions. ING charges a 0.85% currency mark-up for the 19 currencies that are most commonly used for international transfers. These are the following currencies: AUD, BGN, CAD, CHF, CZK, DKK, GBP, HKD, HRK, HUF, ILS, JPY, NOK, NZD, PLN, RON, SEK, SGD and USD. ING charges the currency mark-up when converting foreign currency into euros. This mark-up is incorporated into the amount spent. For amounts of up to EUR 50,000, ING uses the foreign exchange rates published by Refinitiv (formerly Thomson Reuters) for giro transactions. Foreign exchange rates are updated five times every working day. Before confirming a transaction, the customer is shown how much they will be charged for the transaction.

International payment queries

You can ask ING to query an international payment for you. The fee for an international payment query is €30.

Foreign banking surcharge with a current account

Surcharge when at least one account holder does not live in the Netherlands³ €2.00 per month

¹ When you choose Beneficiary cost (BEN), the beneficiary will cover all the bank charges involved in the transfer, including costs incurred by ING to process the transaction. ING will deduct the latter costs from the amount transferred.

² See ing.nl for the specifics, terms and conditions and charges. Please note: all charges are not deducted from the amount you transfer, but are debited from your current account separately. We will transfer the whole amount to the recipient.

³ The child current account, youth current account and student current account are exempt from the foreign banking surcharge.

Receiving money from abroad

	Shared cost Each party pays their own bank charges	Our cost The remitter pays all the bank charges for the transfer	Beneficiary cost The recipient pays all the bank charges for the transfer ¹
European transfer ¹	€0	N/A	N/A
World payment ¹ • On <i>Mijn ING</i>	€6	€0	€6 ²

ING charges a 0.85% currency mark-up for the 19 currencies that are most commonly used for international transfers. These are the following currencies: AUD, BGN, CAD, CHF, CZK, DKK, GBP, HKD, HRK, HUF, ILS, JPY, NOK, NZD, PLN, RON, SEK, SGD and USD. ING charges the currency mark-up when converting foreign currency into euros. The mark-up is incorporated into the amount spent. For amounts of up to EUR 50,000, ING uses the foreign exchange rates published by Refinitiv (formerly Thomson Reuters) for giro transactions. Foreign exchange rates are updated five times every working day.

¹ See ing.nl for the specifics and the terms and conditions.

² Plus the other bank's charges. These charges will be deducted from the amount transferred.

Payment packages that can no longer be opened

BasisPakket, BetaalPakket and RoyaalPakket

If you have a *BasisPakket*, *BetaalPakket* or *RoyalPakket*, the charges may be different for you in certain cases. These payment packages can no longer be taken out.

The various packages are listed below to give you an at-a-glance view of the contents of your package and the charges.

The charges for separate products and services that are not part of your package and are not listed below are the same as the charges specified in this brochure for those products and services as part of the *OranjePakket*.

	<i>BasisPakket</i>	<i>BetaalPakket</i>	<i>RoyalPakket</i>
Monthly fee	€4.60	€6.55	€9.60
Current account in one name (incl. debit card)	✓	✓	✓
Second account holder in case of a joint account	€1.10 per month	€1.10 per month	✓
Debit card for second account holder in case of a joint account	✓	✓	✓
Mobile Payment (Apple Pay/Android)	✓	✓	✓
Credit card and additional credit card	€1.90 credit card/ €1.25 additional credit card	✓	not available
Platinum card and additional Platinum card	Platinum card €4.35 additional Platinum card €2.60	not available	✓
Monthly paper account statements in the Netherlands	✓	✓	✓
European transfer forms (20 forms)	✓	✓	✓
Internet Banking with <i>Mijn ING</i>	✓	✓	✓
Mobile Banking ¹	✓	✓	✓
Emergency cash abroad (up to €2,000)	✓	✓	✓
The first four banknote deposits in a calendar year ²	✓	✓	✓
20 return envelopes for payment orders	✓	✓	✓
Use of the <i>Saldolijn</i> balance enquiry line ¹	✓	✓	✓

The charges for a package are debited from your ING current amount on a monthly basis

✓ = Included in the package or can be taken out separately free of charge

€ = Optional, subject to a fee

¹ Internet and (mobile) call charges incurred to access Mobile Banking and call the *Saldolijn* are for your own account.

² All coin deposits are subject to a €6 fee per deposit. The fifth and subsequent banknote deposits in a calendar year are also subject to a €6 fee.

Want to learn more?

 [Go to ing.nl](https://www.ing.nl)

