Announcement regarding the General Terms and Conditions of Account Opening and Maintenance at ING Bank Śląski S.A.

Obowiązuje od 1 lipca 2018 r./valid from 1 July 2018

Principles of Effecting Domestic Payment Instructions

Outgoing Payment Instructions in PLN, to be settled in the Country (external transfer) and directed to Payment Accounts at ING Bank (internal transfers), as well as incoming Payment Instructions.

1. Outcoming
   1) The time of placing Payment Instructions by which the Payment Instructions will result in the debiting of the Payment Account and transfer of the funds to the Payment Service Provider of the Beneficiary on the same Business Day.

Transfer type	Time	Forwarding to the clearing system
Domestic Elixir transfer	11:30	on the same business day in 1st or 2nd clearing session of the ELIXIR system
Domestic transfer to the Tax Office	11:30	on the same business day in 1st or 2nd clearing session of the ELIXIR system
Domestic transfer to the Social Insurance Institution	11:30	on the same business day as part of 1st or 2nd clearing session of the Elixir system
Domestic transfer in the form of the MT101 message	14.30	on the same business day as part of 1st, 2nd or 3rd clearing session of the Elixir system
Urgent domestic transfer (cleared in the Sorbnet2 system)	14:30	processed in the Sorbnet2 system on the same business day
Express ELIXIR transfer	8.00-20:00	processed in real time on a business day and on Saturdays (unless Saturday is a bank holiday), the transfer sent to a domestic bank (Express ELIXIR system member) directly once it has been placed
Express ELIXIR transfer (made from the 24-Hour Accounts)		processed in real time without any time limits
Internal transfer to accounts maintained at ING Bank	20:00	on the same business day and on Saturdays unless it is a bank holiday

   2) The Cut-Off Time for placing Payment Instructions by which the Payment Instruction will result in the debiting of the Payment Account on the same Business Day and transfer of the funds to the Payment Service Provider of the Beneficiary on the following Business Day.

      Payment Instructions submitted after the Cut-Off Time are deemed submitted on the next Business Day.

Payment Instruction placement form	Payment Instruction type	Cut-off time
Paper-based at ING Bank branches	Domestic transfer	During the business hours of the Branch
	Domestic transfer from FX accounts	**by 14.30** On Business Days

in electronic version	Domestic transfer	**by 20.00** on Business Days including Saturdays unless it is a bank holiday
	Domestic transfer from FX accounts	**by 15:30** On Business Days
	Express ELIXIR domestic transfer	**8.00-20:00** on Business Days including Saturdays unless it is a bank holiday
	Express ELIXIR domestic transfer from the 24-Hour Account	**Without any time limits**
SWIFT message in the MT 101 format	External domestic transfer	**by 14.30** On Business Days
	Internal domestic transfer	**by 18:00** On Business Days

3) ING Bank processes Domestic Transfers through:

a) the Elixir system:

i) if the Transfer amount is under PLN 1,000,000.00,

ii) regardless of the Transfer Amount – Transfers to accounts of tax authorities and the Social Insurance Institution.

b) the Sorbnet2 system – if the Transfer Amount is equal to or exceeds PLN 1,000,000.00,

c) the ING Bank internal system – regardless of the Transfer amount if both the Payer Account and the Beneficiary Account are held at ING Bank.

d) Express Elixir transfers:

i) if the Transfer Amount is equal to or does not exceed PLN 100,000,

ii) the Beneficiary Bank is a system member and it is available when the Payment Instruction is being processed.

4) At Client's request, ING Bank processes Domestic Transfers under PLN 1,000,000.00 in the Sorbnet2 system, save for transfers to tax authorities and the Social Security Institution.

2. Incoming

1) Cut-off time for Payment Instruction delivery:

Transfer type	Time	Collection from the clearing system
Domestic Elixir transfer	11:00 15:00 17:30	1st clearing session of the ELIXIR system 2nd clearing session of the ELIXIR system 3rd clearing session of the ELIXIR system
Domestic transfer is cleared in the Sorbnet2 system	by 16:00	when receiving Payment Instruction
Express ELIXIR transfer	8:00-20:00	when receiving Payment Instruction
Blue Media transfer	8:00-20:00	when receiving Payment Instruction
Express ELIXIR transfer (made from the 24-Hour Accounts)	Without any time limits	when receiving Payment Instruction

Blue Media transfer (made from the 24-Hour Accounts)	Without any time limits	when receiving Payment Instruction
Internal transfer to accounts maintained at ING Bank	20:00	on the same business day and on Saturdays unless it is a bank holiday

Principles of Effecting FX Payment Instructions

1. refer to outgoing Payment Instructions in the currencies specified in the FX Table of ING Bank, addressed to Payment Service Providers, in PLN addressed to Payment Service Providers not running business activity in the Republic of Poland (external transfer) and to Payment Accounts at ING Bank (internal transfers):
   1) Cut-Off Time for accepting Payment Instructions by which the Payment Instructions result in the debiting of the Client's account on the same Business Day,

      Payment Instructions submitted after the Cut-Off Time are deemed submitted on the next Business Day.

Payment Instruction placement form	Payment Instruction type	Cut-off time
Paper-based at ING Bank branches	FX transfer	**by 14:30** on Business Days
in electronic version	External FX transfer	**by 15:30** on Business Days
	Internal FX transfer	**by 18:00** on Business Days
	"EUR internal transfer without conversion from the 24-Hour Account to the 24-Hour Account maintained by ING Bank"	Without any time limits
SWIFT message in the MT 101 format	External FX transfer	**by 14:30** on Business Days
	Internal FX transfer	**by 18:00** on Business Days

   2) Cut-off times for outgoing (external) Payment Instructions delivery for selected currencies. Urgent Payment Instructions delivered after the hour set for a given currency are effected with the Value Date of the next Business Day.

Currency	Value date D	Value date D+1	Value date D+2
PLN, EUR, GBP, USD	14:00	15:30	15:30
BGN, CAD, HUF, RON, SEK	10:30	15:30	15:30
AUD, CHF, DKK, JPY, RUB, ZAR	No option to process outgoing transfers in FX trading.	14:00	15:30
NOK	09:30	15:30	15:30
CZK	10:00	15:30	15:30
TRY	08:30	15:30	15:30
CNY	No option to process outgoing transfers	10:00	15:30
INR	No option to process outgoing transfers	10:00	15:30

3) Principles of Effecting FX Payment Instructions

a) For ING Bank to be able to effect a Payment Transaction the Client is obliged to provide in the Payment Instruction in the case of sending the instruction to:

i) Member States and where the currency of the transfer is the euro (EUR), the bank account number of the recipient, in the IBAN format,

ii) the Countries using IBAN format – account number in this standard and BIC of the Beneficiary Bank,

iii) other countries, subject to 1.a) – Beneficiary Account number and for indicating the Beneficiary Bank – Beneficiary Bank BIC, respectively,

iv) USA – BIC or the so-called FW/ABA number (nine-digit bank code identifying banks in clearing systems in the USA) and full name of the beneficiary bank.

b) Payment Instructions meeting terms and conditions, referred to in item 1) are treated as standard instructions sent for automatic clearing in the so-called STP mode.

c) Should Payment Instruction in the currency of one of the Member States be addressed to the Bank of the Beneficiary operating in the Republic of Poland or in the territory of another Member State or SEPA Member, it is necessary to provide the account number in the IBAN format only.

d) The Client, by placing a Payment Instruction expressed in renminbi currency (China), authorises ING Bank to pass to the Beneficiary Bank any and all data and documents submitted by the Client, required for instruction processing. Therefore, the Client undertakes to submit commercial documents to ING Bank, should they be required by the Beneficiary Bank.

4) Cut-Off Time for incoming FX Payment Instructions.

Payment Instructions submitted after the Cut-Off Time are deemed received on the next Business Day.

Payment Instruction type	**Cut-Off Time***
FX transfer in Member States' currencies: (Crediting the Client's account on the Business Day whereon ING Bank account held by the correspondent bank (ING Bank account) will be credited),	**by 18:00**
1. FX transfer in the currencies other than Member States' currencies: 1) crediting the Client's Bank Account not later than by the end of the following Business Day, with the proviso that: a) the account is credited not earlier than on the day indicated in the Payment Instruction (provided that the said day falls on a Business Day), and b) the account is credited on condition of prior/ earlier crediting of the ING Bank account; 2) received after 14:00 hours on a given Business Day – through crediting the Client's Bank Account in accordance with the rules set out in item 1) above provided that ING Bank treats the Payment Instruction as received on the following Business Day.	**by 14:00**

5) Restrictions regarding processing of Payment Instructions

ING Bank Śląski S.A. reserves the right to suspend processing or refuse to process the payments:

a) with the agency of or to the benefit of the below mentioned banks:

i) Belagroprombank,

ii) Belarusbank,

iii) Belarussian Bank for Development and Reconstruction Belinvestbank JSC,

iv) National Bank of the Republic of Belarus,

v) BC Moldindconbank S.A.

vi) banks with their registered office in Pridnestrovian Moldavian Republic,

b) should the transaction sender or beneficiary be an entity owned by the government of Belarus

c) and should the transaction be set for settling with the agency of or to the benefit of the below mentioned countries:

   i) Iran,
   ii) North Korea,
   iii) Cuba,
   iv) Sudan or
   v) Syria,
d) for the commodities or services from one of the countries listed in item 3 of this Announcement or commodities or services controlled by the government of this country,
e) should the transaction sender or beneficiary be one of the following entities:
   i) natural person / any entity whose place of residence / registered office is located in
   ii) one of the countries listed in item 3 of this Communication,
   iii) government of one of the countries listed in item 3 of this Communication and entities
   iv) owned by the government of one of those countries; entities under direct control
   v) of governments of those countries; natural persons or entities acting on behalf of
   vi) those governments.

VAT Accounts

1. Principles of opening and maintaining
   1) ING Bank opens and maintains one VAT Account, regardless of the number of Bank Accounts maintained for this Account Holder,
   2) at the request of the Account Holder, ING Bank may maintain more than one VAT Account for the same Account Holder, with the proviso that only one VAT Account may be maintained for one Bank Account,
   3) the VAT Account is maintained in PLN solely with PLN Bank Accounts,
   4) ING Bank shall not issue any Payment Instruments with the VAT Account,
   5) ING Bank issues with the VAT Account bank statements solely in the electronic form available in the System or in any other mode agreed upon with ING Bank,
   6) ING Bank shall not charge fees or commissions for opening and maintaining one VAT Account, while for other activities it charges fees and commissions in compliance with the Table of Fees and Commissions,
   7) ING Bank shall inform the Account Holder about the number of the VAT Account and the principles and term of informing about the account balance in the VAT Account:
      a) via the System
      b) in a standard manner.
   8) The rights to manage the funds accumulated in the VAT Account are the same as the rights granted to the User for the Current Account through which the VAT Account is debited with the Payment Instruction amount. In order to make available: balances, transaction history, statements, list of related settlement accounts in System, it is necessary to submit an instruction for granting rights to the the VAT Account.
2. Settlement principles:
   1) settlements in the VAT Account are effected in line with the Act on amendment to the Value-Added Tax Law and certain other acts of 15 December 2017,
   2) no cash payment transactions – cash deposits/withdrawals, can be effected to/from VAT Accounts,
   3) a VAT Account Holder may credit the VAT Account only with cash accumulated in other VAT Accounts maintained at ING Bank,
   4) VAT Account crediting and debiting is effected by debiting or crediting, respectively, the Bank Account of the Holder of the VAT Account maintained by ING Bank,
   5) payment with the use of the split payment mechanism i.e. with the use of the VAT Account is effected in PLN, in the form of a transfer order/ direct debit by way of the System functionality or in another mode as agreed upon with ING Bank.
   6) A Bank Account Holder shall be liable for the correctness of data provided for settlements in the VAT Account.

24-Hour Accounts

1. ING Bank offers 24-hour settlements with no time constraints, according to the following rules:
   1) For PLN accounts:
      a) for PLN internal transfers (without conversion),
      b) for Express ELIXIR transfers, provided that:
         i) at the time of transfer processing there are sufficient funds in the debited account,
         ii) the transfer amount does not exceed PLN 100,000.00,
         iii) the Beneficiary Bank is an Express ELIXIR system member,
         iv) both the Beneficiary Bank and the Beneficiary's account are available when the transfer is sent.
   2) For EUR accounts:
   3) EUR internal transfers (without conversion), provided that:
      a) at the time of transfer processing there are sufficient funds in the debited account,
      b) the debited account (of the transaction sender) and the credited account (of the Beneficiary) are maintained in EUR at ING Bank,
      c) the transfer amount is in EUR.
2. ING Bank shall reserve the right to refuse a Client the 24-hour settlements.

Cash payment services

1. ING Bank processes Payment Instructions for cash deposits and withdrawals in PLN, both in banknotes and coins and in foreign currencies, solely in banknotes, subject to section 2.
2. ING Bank does not effect FX withdrawals in coins. If an FX Payment Instruction cannot be effected in banknotes, ING Bank will pay the equivalent of this amount in PLN, according to the separate currency conversion regulations.
3. ING Bank accepts Payment Instructions for cash deposit in the form of:
   1) open deposit – on the basis of a paper Instruction submitted personally at all cash branches,
      a) In the case of making open cash deposits to the Bank Account, in order to ensure safety of Clients' funds, ING Bank holds the right to confirm the data identifying the person submitting a Payment Instruction against the ID document or other document allowing for identification, accepted by ING Bank.
      b) Open cash deposits to accounts maintained at ING Bank may be effected by a person submitting a Deposit Payment Instruction on behalf of the Account Holder under a separate authorisation issued by this holder, in compliance with the information published at notice boards at ING Bank branches and on the ING Bank's website.
   2) open deposit – via CDM,
   3) closed deposit – under a separate agreement concluded with the Client.
4. ING Bank accepts Payment Instructions for cash withdrawal in the form of:
   1) open withdrawal – on the basis of a paper Instruction submitted personally at all cash Branches,
   2) open withdrawal – via ATM,
   3) open/closed withdrawal – under separate agreements concluded with the Client.
5. If the Payment Instruction amount exceeds the amount specified in the Communication on advising withdrawals from Bank Accounts, the Client is obliged to Advise the Bank thereon.
6. As regards Cash Deposits, ING Bank immediately provides funds for the Client, however not later than on the Business Day following the receipt of the Payment Instruction and funds.

Electronic Withdrawal System

1. To withdraw cash at ING Bank branch the withdrawing person is obliged to:
   1) present an ID document,

2) provide the data required by ING Bank to effect the withdrawal.
    a) Reference number,
    b) No reference number.

2. ING Bank shall effect the cash withdrawal solely to the withdrawing person whose identity is verified against the data provided in the instruction by the Account Holder.
3. Account Holder may set the following withdrawal limits:
    1) one-off,
    2) daily,
    3) weekly.
4. Addresses of ING Bank Branches can be found on ING Bank website.

Direct Debit

1. ING Bank provides Payment Service in the form of a Direct Debit as a Beneficiary Bank and/or Payer Bank.
2. The Beneficiary is obliged to send to ING Bank a Payment Instruction solely in the electronic form indicating the payment date and amount, no later than:
    1) by 18:00 on a Business Day preceding the indicated payment date, unless the Direct Debit Agreement provides otherwise – with regard to Payment Instructions effected from payment accounts of the payer held outside ING Bank,
    2) by 9:00 at the indicated payment date – with regard to Payment Instructions effected between Payment Accounts held at ING Bank.

Complaints

ING Bank offers the following channels for submitting a complaint:

1) ING BusinessOnLine
2) complaint form on the Bank's website www.ingbank.pl
3) personally at any branch
4) by phone **801 242 242** Office hours: Mon-Fri 8:00 - 18:00
5) by mail to the correspondence address:

    ING Bank Śląski S.A.
    ul. Sokolska 34, Settlements Service Department (DOR)
    40-086 Katowice

Customer service/ assistance

Office Hours	08:00 - 18:00
Business Days	Monday – Friday
Telephone Number	801 242 242, + 48 (32) 357 00 24
E-mail	bc@ingbank.pl
Website	www.ingbank.pl

In the case of loss, theft, appropriation or unauthorised use of a payment instrument, or the need to report a technical incident or other damage that would threaten the security, please contact us using the following contact details:

Telephone	in the case of card loss: + 48 32 357 0012
	in the case of blocked System access: +48 801 242 242, + 48 (32) 357 00 24