International Post Corporation

ING Luxembourg and POST Luxembourg announce a referral agreement

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As previously announced, ING Luxembourg is concentrating its efforts on strengthening its Personal and Private Banking services and expanding its Wholesale Banking offering for international corporate, institutional and investment fund clients.

As part of this evolution, ING will progressively phase out its Business Banking activities, which includes services for local companies, SME's, self-employed individuals and entrepreneurs, among others. To ensure a smooth transition for these clients, ING and POST Luxembourg have established a referral agreement: this partnership will give approximately 4,500 of ING's Business Banking clients access to a preferential banking package. Details about the special banking package and the full range of financial services provided by POST Luxembourg can be found at www.post.lu/welcome.

It is important to note that POST Luxembourg's banking offer is focused on the everyday banking needs of small and medium businesses, self-employed individuals and entrepreneurs rooted in Luxembourg. It does not encompass the full range of specialised services and products that ING provides. Consequently, certain clients may need to consider alternative banking partners to meet those specific needs.

ING will continue to honour the terms of current mortgage loans and other loans until the end of their contracts.

Clients covered by this agreement will be contacted by ING through personalised communication with detailed instructions on how to benefit from POST Luxembourg's exclusive offer. This process will start over the coming months and continue through the fall of 2026.

No immediate action is required from clients at this stage. ING will provide access to a dedicated support hotline and online FAQ. Furthermore, ING will set up a team of specialised agents dedicated to guiding clients through the account closure process and providing comprehensive assistance at every step.

In order to ensure a smooth onboarding of referred clients, POST Luxembourg has put everything in place to offer a high-quality

experience and maintain continuity of service for incoming Business Banking clients.

"By joining forces with POST Luxembourg we have a reliable local partner to support our Business Banking clients. This ensures that they continue to receive professional daily banking services from an institution rooted in the community," states Michael Burch, CEO of ING Luxembourg.

Gabriel de La Bourdonnaye, Director of POST Finance states: "Our mission has always remained unchanged: to ensure financial inclusion in Luxembourg. We offer access to banking services for all — not only for individuals, but also for associations and entrepreneurs, startups and SMEs. With this partnership, our ambition is to reinforce our role as a reliable local banking partner, providing professional clients with everyday financial services."

The agreement between ING in Luxembourg and POST Luxembourg will be carried out in accordance with regulatory legislation in force and considers the best interests of clients and other stakeholders.

Source: POST Luxembourg

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