

UNDER EMBARGO UNTIL TUESDAY, 23 SEPTEMBER, 10H00 CET

Luxembourg, 23/09/2025

ING Luxembourg and POST Luxembourg announce a referral agreement to provide an alternative for ING's Business Banking clients.



- ING and POST Luxembourg conclude a referral agreement for local SMEs, self-employed individuals and entrepreneurs;
- ING to contact all Business Banking clients in waves with detailed instructions;
- POST Luxembourg is fully engaged to ensure a smooth transition;
- ING Luxembourg continues to implement its strategic shift to serve Private Banking clients and to expand its Wholesale Banking activities;

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 specialized services and products that ING provides.

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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 specialized 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.

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About ING

ING has been active in Luxembourg since 1960 as a universal and accessible bank, offering savings, investments, loans and mortgages for retail and private banking customers. For Wholesale Banking clients, the bank provides specialized lending, hedging solutions, payment and cash management, and depositary and custody services.

ING is a committed member of the Luxembourg community with key cultural partnerships and sponsorships such as the ING Night Marathon Luxembourg (since 2006) and unique initiatives such as the ING Solidarity Awards (since 2012).

For more information, please contact:

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About POST Finance

POST Finance provides a comprehensive and highly competitive range of financial services for both private and business customers, focusing on current accounts, money transfers, as well as debit and credit cards. It's eboo packages are offered at a fixed monthly price, including free ebanking payments, free card payments and free ATM cash withdrawals – worldwide. Apple Pay, Google Pay, Payconiq peer2peer payments are obviously also provided.

Historical Reminder: Since 1911, POST has been offering financial services in Luxembourg. At the time, in response to issues such as cash shortages and the exclusion of a segment of the population, the introduction of a national and international postal check and transfer service provided the entire population with facilities previously reserved for bank customers. It was also necessary to democratize the use of checks and bank accounts in Luxembourg and to accustom the population to this new mode of payment, particularly for modest sums. Since then, financial inclusion for all, including the most vulnerable, has become the raison d'être of POST Finance.

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