



*Important Notice*  
The Depository Trust Company

<b>B #:</b>	19743-24
<b>Date:</b>	April 22, 2024
<b>To:</b>	All Participants
<b>Category:</b>	Tax Relief, Distributions
<b>From:</b>	International Services
<b>Attention:</b>	Operations, Reorg & Dividend Managers, Partners & Cashiers
<b>Subject:</b>	<b><u>Tax Relief Country:</u></b> Netherlands <b><u>Security:</u></b> ING GROEP <b><u>CUSIP:</u></b> 456837103 <b><u>Record Date:</u></b> 04/25/2024 <b><u>Payable Date:</u></b> 05/10/2024 <b><u>CA Web Quick Refund Deadline:</u></b> 05/24/2024 8:00 PM E.T.

Participants can use DTC’s Corporate Actions Web (CA Web) service to certify all or a portion of their position entitled to the applicable withholding tax rate. Participants are urged to consult TaxInfo respectively before certifying their instructions over the CA Web.

Important: Prior to certifying tax withholding instructions, participants are urged to read, understand and comply with the information in the Legal Conditions category found on TaxInfo on the CA Web.

Questions regarding this Important Notice may be directed to GlobeTax 212-747-9100.

**Important Legal Information:** *The Depository Trust Company (“DTC”) does not represent or warrant the accuracy, adequacy, timeliness, completeness or fitness for any particular purpose of the information contained in this communication, which is based in part on information obtained from third parties and not independently verified by DTC and which is provided as is. The information contained in this communication is not intended to be a substitute for obtaining tax advice from an appropriate professional advisor. In providing this communication, DTC shall not be liable for (1) any loss resulting directly or indirectly from mistakes, errors, omissions, interruptions, delays or defects in such communication, unless caused directly by gross negligence or willful misconduct on the part of DTC, and (2) any special, consequential, exemplary, incidental or punitive damages. To ensure compliance with Internal Revenue Service Circular 230, you are hereby notified that: (a) any discussion of federal tax issues contained or referred to herein is not intended or written to be used, and cannot be used, for the purpose of avoiding penalties that may be imposed under the Internal Revenue Code; and (b) as a matter of policy, DTC does not provide tax, legal or accounting advice and accordingly, you should consult your own tax, legal and accounting advisor before engaging in any transaction.*

DTCC offers enhanced access to all important notices via a Web-based subscription service. The notification system leverages RSS Newsfeeds, providing significant benefits including real-time updates and customizable delivery. To learn more and to set up your own DTCC RSS alerts, visit [http://www.dtcc.com/subscription\\_form.php](http://www.dtcc.com/subscription_form.php).

**ING GROEP** has announced a cash dividend and **JPMorgan Chase Bank, N.A.** acts as the Depository for the company's Depository Receipt ("DR") program.

A participant can use DTC's Corporate Actions Web ("CA Web") instructions tab to certify that all or a portion of his/her position is subject to the applicable withholding tax rate. Use of these instruction methods will permit entitlement amounts to be paid through DTC. By making submissions of such certification, the submitter represents and warrants that it has the required authority to make; that the party for which the submission is made is eligible therefore, and that the submitter will indemnify, as applicable, Globe Tax Services, Inc., the relevant Depository custodian, and any other person acting, directly or indirectly, in reliance thereon, including for any loss, liability or expense which may arise in connection with any such representation and submission, including for any inaccuracy therein.

On DR Pay Date, all owners will receive this dividend net of the full Netherlands Statutory Rate with the possibility to obtain a Post-Pay Date refund as outlined in the Eligibility Matrix.

**QUICK REFUND PROCESS**

**BENEFICIARIES CONSIDERED ELIGIBLE ARE THOSE WITH AN ASSIGNED DUTCH TAX ID # AT THE TIME OF ESP SUBMISSION. UPON QUICK REFUND SUBMISSION, ESP WILL ADVISE BROKERS WHICH BENEFICIARIES WILL BE FILED VIA QUICK REFUND AND WHICH WILL BE MOVED TO LONG FORM.**

**DIVIDEND EVENT MATRIX**

ISSUE	CUSIP#	UNDERLYING ISIN	DR RECORD DATE	ORD PAY DATE	DR PAY DATE	RATIO (DR to ORD)	ORD RATE
ING GROEP	456837103	NL0011821202	APRIL 25, 2024	MAY 3, 2024	MAY 10, 2024	1:1	EUR 0.756

**FEES & DEADLINES**

FILING METHOD	BATCH	PAYMENT METHOD	CUSTODIAL FEE	DSC FEE	MINIMUM FEE PER BENEFICIAL OWNER	FINAL SUBMISSION DEADLINE (ESP)
<b>QUICK REFUND</b>	PRIMARY BATCH	DTC	N/A	UP TO \$0.008 PER DR	\$0	<b>CA WEB/ESP ELECTION DEADLINE:</b> MAY 24, 2024 8:00 P.M. EST
<b>LONG FORM</b>	POST-CA WEB PROCESS; ONGOING	CHECK OR ACH	N/A	UP TO \$0.008 PER DR	\$25	OCTOBER 31, 2029 8:00 P.M. EST

## Indemnification

The undersigned hereby indemnifies J.P. Morgan Chase Bank, N.A. (“J.P. Morgan”), and its affiliates, agents, directors or employees acting in their capacities as such (each an “Indemnified Party”), for any losses or liabilities suffered by an Indemnified Party on account of (i) a failure to secure a refund; or (ii) funds erroneously received by J.P. Morgan or the undersigned or their clients; or (iii) funds claimed as a refund by J.P. Morgan or the undersigned or their clients, including any tax charges, penalties, interests that is or becomes payable by an Indemnified Party in respect thereon, (iv) funds claimed by any statutory or government authority or administrative department or tax authority as charges, penalties, interests or otherwise in respect of a tax reclaim by the undersigned, and agree that such amounts shall be promptly remitted by the undersigned to J. P. Morgan on request. This indemnity shall survive any termination of the letter.

For the avoidance of doubt and notwithstanding the above, J. P. Morgan shall be entitled to require a prompt remittance by the undersigned of any amounts claimed by any statutory or government authority or administrative department or tax authority as charges, penalties, interests or otherwise in respect of a tax reclaim by the undersigned. J.P. Morgan is not liable for failure to secure a refund or for any charges, penalties, interests or otherwise payable or paid in respect of a tax reclaim by the undersigned. Any funds erroneously claimed or received shall be immediately returned to J.P. Morgan, including any interest, additions to tax or penalties or charges in respect thereon. Nothing herein constitutes tax advice. Please consult your tax advisor prior to engaging our services.

## ELIGIBILITY MATRIX

Note: All information related to eligibility and documentation requirements can be found on the [ESP](#) site by visiting the relevant event and viewing the Eligibility Matrix. If you need access to ESP, please complete the [New User Registration](#) form, and our team of market experts would be pleased to help you get set up.

For each Country’s general Eligibility Matrix, please see ESP’s [Reference Guide](#).

# ESP



JPMorgan Chase Bank, N.A offers ESP powered by GlobeTax, an electronic withholding tax submission system. This system allows for the secure and simplified transfer of beneficial owner level data from the Participant to GlobeTax and creates applicable documentation on the Participants' behalf.

Submit the data online through the web site below, print out the documents on letterhead, sign them, and mail them to GlobeTax, along with the necessary required documents.

These claims should be submitted through the following website.

<https://ESP.GlobeTax.com>

Please contact us via the [ESP Service Desk](#) at 212-747-9100 if you have any questions about this process.

## CONTACT DETAILS

DOMESTIC PHONE (U.S.)	1-800-929-5484
DOMESTIC FAX (U.S.)	1-800-929-9986
INTERNATIONAL PHONE	1-212-747-9100
INTERNATIONAL FAX	1-212-747-0029
GROUP EMAIL	<a href="mailto:DUTCHESP@GLOBETAX.COM">DUTCHESP@GLOBETAX.COM</a>
COMPANY	GLOBETAX SERVICES INC.
STREET ADDRESS	ONE NEW YORK PLAZA, 34 <sup>TH</sup> FLOOR
CITY/STATE/ZIP	NEW YORK, NY 10004

## FREQUENTLY ASKED QUESTIONS (FAQs)

### GENERAL QUESTIONS

<p><b>Will I receive a declaration in lieu of Dividend Note (“DLD” or “CERT”) for my Article 35 Pensions or Article 36 Charities?</b></p>	<p><b>No</b>, all declarations in lieu of Dividend Notes are maintained by the Depository, to be released only upon written request by the Participant.</p>
<p><b>Am I required to file through ESP?</b></p>	<p><b>No</b>, you may submit a traditional claim through standard mail if you cannot submit client data through ESP. We strongly suggest logging in to ESP to download the template provided when preparing your claim, regardless of your ultimate submission method.</p>
<p><b>Is there any case in which a U.S. Resident 401(a), 401(k), 457(b), 403(b), IRA, Roth IRA, Employee Pension Plan or Simple Retirement Account would not qualify for Treaty Benefits under Article 35 of the Treaty between the U.S. and the Netherlands?</b></p>	<p><b>Yes</b>, for instance, these account types <b>will not</b> be considered eligible for treaty benefits under Article 35 of the treaty between the U.S. and the Netherlands for the avoidance of Double Taxation in any taxable year if <b>less than 70%</b> of the total amount of withdrawals from such U.S. Trust during that year is used to provide Pension, Retirement, or other Employee benefits as meant in Article 35 of the above mentioned treaty.</p>
<p><b>Will JPMorgan Chase Bank, N.A. accept claims filed directly to them by Beneficial Owners?</b></p>	<p><b>No</b>, JPMorgan Chase Bank, N.A. only accepts claims filed by the DTC participant who held the securities through DTCC and only to the extent that DTCC has reported these holdings to us as valid.</p>
<p><b>Is there a possibility of audit by the Local Tax Authority?</b></p>	<p><b>Yes</b>, the Dutch Tax Authority reserves the right to request further information and documentation regarding submitted claims.</p>
<p><b>What documentation is required for Beneficial Owners who have not received a Dutch RSIN?</b></p>	<p>U.S. Pension and Charities (not including IRAs) who have not received a Dutch RSIN will be required to submit a 6166 that certifies the BO as an eligible us tax exempt entity. The 6166 must be valid within two years of the current date.</p> <p>Non-us tax exempt entities are required to submit a Certificate of Residency and other documents to prove their comparability to a Dutch tax exempt entity such as: Articles of Association, Trust Deed, Annual Account, and/or Pension Plan. Beneficial Owners that cannot supply this documentation will not be issued a Dutch RSIN and therefore will not be eligible for a refund of Dutch withholding tax.</p>
<h3>QUICK REFUND QUESTIONS</h3>	
<p><b>Will I be paid through DTCC for claims submitted through the Quick Refund process?</b></p>	<p><b>Yes.</b></p>

<p><b>Do I need to physically send any documents to GlobeTax in order to participate in the Quick Refund process?</b></p>	<p>Article 35 U.S. Pension and IRAs and Article 36 U.S Charitable entities must provide only the Beneficial Owner breakdown via ESP.</p> <p>Non-U.S. Exempt entities must provide the Beneficial Owner breakdown via ESP and Certificate of Residency, Trust Deed, Annual Account, and/or Pension Plan upon request.</p> <p>Non-U.S. entities claiming the Favorable Rate must provide the Beneficial Owner breakdown via ESP and the Certificate of Residency upon request.</p>
<p><b>Is the Quick Refund process free of charge?</b></p>	<p><b>No.</b> This tax reclaim assistance service is wholly voluntary and discretionary. Quick refund applications received post deadline will be rejected. Fees will be charged for this assistance service of up to \$0.008 per DR, and any other charges, fees or expenses payable by or due to JPMorgan Chase Bank, N.A. or its agents, including the tax authorities or regulators. Fees paid to JPMorgan Chase Bank, N.A. may be shared with its agents.</p>
<p><b>Is the Quick Refund process for Tax Relief offered by JPMorgan chase Bank, N.A. an optional process?</b></p>	<p><b>Yes,</b> this is a discretionary, optional service.</p>
<p><b>LONG FORM QUESTIONS</b></p>	
<p><b>Will I be paid through DTCC for claims submitted through the Long Form process?</b></p>	<p><b>No,</b> you will be paid by check or ACH.</p>
<p><b>Do I need to physically send any documents to GlobeTax in order to participate in the Long Form process?</b></p>	<p>Article 35 U.S. Pension &amp; IRAs and Article 36 U.S. Charitable entities must only provide the Beneficial Owner breakdown via ESP.</p> <p>Non-U.S. Exempt entities must provide the Beneficial Owner breakdown via ESP and Certificate of Residency, Trust Deed, Annual Account, and/or Pension Plan upon request.</p> <p>Non-U.S. entities claiming the Favorable Rate must provide the Beneficial Owner breakdown via ESP and the Certificate of Residency upon request.</p>
<p><b>Does the Long Form process have a minimum position requirement per Beneficial Owner?</b></p> <p><b>What will the fee be if a Beneficial Owner’s claim is for less than \$50?</b></p>	<p><b>No,</b> there is no minimum position requirement per Beneficial Owner for Long Form.</p> <p>Reclaims less than \$50 are subjected to a split of the reclaim funds (50/50).</p>

**Warning and Disclaimer:**

The information and data contained in this Notice is based on information obtained from multiple sources believed to be reliable. However, JPMorgan Chase Bank, N.A. and its agents do not warrant or guarantee the accuracy or completeness of, nor undertake to update or amend, this information or data. We and our agents expressly disclaim any liability whatsoever for any loss howsoever arising from or in reliance upon any of this information or data. The information contained in this Notice is subject to change, including in the and subject to discretion of third parties, and/or pre-emption or being superseded by local market rules, and practices or actions taken by non-U.S. agents or tax authorities. Deadlines often differ from statutory deadlines. You should file claims as soon as possible, and at least six months prior to the specified deadline.