

Ecoprêt

Information for consumers

Version dated 16.10.2025

In accordance with the Law of 8 March 2023 on accessibility requirements for products and services, this document contains easy-to-understand information about the Ecoprêt. This information is not legally binding on you or the bank.

Here you will find information about the key features of the Ecoprêt and about your rights and obligations.

This document is provided to comply with Article 15 of the Luxembourg law of 8 March 2023 on the accessibility of products and services. The purpose of this law is to ensure that everyone can easily use products and services offered by businesses. This means that businesses must ensure that customers can access their products and services. All consumers must be able to participate in social life.

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1. What is an Ecoprêt contract?

The Ecoprêt is a preferential-rate loan designed to finance eco-friendly home improvement or construction projects. It is aimed at individuals who want to improve the energy efficiency of their home, for example by installing photovoltaic panels, a heat pump or by insulating the roof or facade, etc.

The loan amount ranges from EUR 5.000 to EUR 100.000, with a term of 1 to 10 years.

Repayment is made in fixed monthly instalments, at a fixed interest rate that is lower than the standard personal loan rate. To qualify for the Ecoprêt, the full loan amount must be used for expenses related to an environmentally responsible project. Any other type of expense must be financed through a separate loan.

2. What happens before signing an Ecoprêt contract?

Before signing the contract, you will need to contact a Spuerkeess advisor, either in a branch or via the online S-Net platform. The advisor will check whether your project is eligible for the Ecoprêt and assess your ability to repay the loan.

You must provide clear proof of the planned work, such as a quote, an invoice or a purchase order, confirming that the loan is intended for an eco-friendly project. This document is required to start the application process, including when applying online. The advisor will then give you:

- a personalised simulation showing the amount, duration and monthly repayments,
- a Standard European Consumer Credit Information (SECCI) to help you compare offers on the market.

3. How is the Ecoprêt contract signed?

The loan contract can be signed either in a branch in paper form or online via S-Net with secure identification (LuxTrust).

Once the contract is signed and the supporting document is approved, the full amount will be credited to your Spuerkeess current account in one single payment.

The Ecoprêt does not require a mortgage guarantee. However, a wage assignment is mandatory and a death insurance policy is recommended.

4. Is there a withdrawal period?

Yes. As with any consumer loan, you have a 14-day withdrawal period after signing the contract. This period allows you to change your mind without any fees and without having to justify your decision.

You simply need to send your cancellation request in writing within this period. Once the period has expired, the contract becomes final.

5. How does the bank pay out the Ecoprêt?

Once the contract is signed and the supporting document is validated, the bank will transfer the full loan amount to your Spuerkeess current account in one single payment.

6. What interest rate applies?

The Ecoprêt comes with a fixed interest rate that remains the same for the entire term of the loan. This rate is advantageous, as it is 1% lower than the standard personal loan rate.

This reduction is only available for strictly ecological projects. The exact rate is set by the bank according to market conditions and can be checked at any time with an advisor or in the information documents provided with the simulation.

7. What is the Annual Percentage Rate of Charge (APR)?

The APR represents the total cost of the loan you must pay, expressed as an annual percentage. It is designed to help you compare different loan offers.

8. What is the total cost of an Ecoprêt?

The total cost of an Ecoprêt is the total amount you will repay to the bank. It includes:

- the loan amount (principal),
- the interest, calculated at a reduced fixed rate,
- any possible fees related to the loan, such as processing fees or insurance costs.

No early repayment fees apply to the Ecoprêt.

Before signing, you will receive an Standard European Consumer Credit Information sheet (SECCI) showing the estimated total cost and the Annual Percentage Rate of Charge (APR). This percentage makes it easier to compare different credit offers.

9. How is the Ecoprêt repaid?

Repayment is made in fixed monthly instalments, automatically debited from your Spuerkeess current account.

Each instalment includes part of the principal and part of the interest. You can choose the debit date when signing the contract. This date can be changed later upon request, possibly with an associated fee.

10. What happens in case of late payment?

If you fail to pay an instalment on time, the bank considers this a late payment. In such cases, additional fees may be applied and your financial situation could worsen. Spuerkeess will contact you to understand the reason for the delay and find an appropriate solution, such as a temporary payment deferral (“grace period”) if your situation justifies it. However, if delays become frequent or you do not respond, the bank may:

- record a payment incident in its files,
- use a debt collection service,
- and, in serious cases, use the wage assignment signed at the start of the contract to recover the amounts owed directly from your salary.

To avoid such situations, it is important to inform the bank as soon as you foresee payment difficulties. An advisor can help you temporarily adjust your contract.

11. Can you repay the loan before the end of the contract?

Yes. You can repay your Ecoprêt in full or in part at any time, without fees or penalties. This is called early repayment.

This option allows you to reduce the duration of your loan or the total amount of interest to be paid. You can choose a partial repayment (reducing the loan term or the monthly instalment) or a full repayment (the loan is then closed).

It is recommended to contact your Spuerkeess advisor before taking this step to get an exact calculation of the repayment amount.