

FAQ'S – Frequently asked questions.

Taxes:	
Do I need a special certificate for my tax return?	No. The annual account statement is sufficient for this purpose. We show all relevant data in a separate box at the top right of the account statement. In special cases, a separate certificate can be issued (e.g. if the last payment you made doesn't appear on the annual account statement for accounting reasons).
Payments at the end of the year	To make sure your payments appear on the annual account statement, these should not be executed later than on December 23 rd of the current year. Later received payments cannot be treated on time.
I am doing my tax return and need the account statement. How do I proceed?	You will receive the annual account statement around mid-January, please keep this carefully. If you have not received your statement, please contact us, either by e-mail to info-lux@bhw.lu or by telephone (44 88 44 1).
Allocation:	
What is an allocation and when does it take place?	The allocation is an important goal during the term of your building society contract. As soon as you receive the allocation, you can dispose over the credit balance you have saved so far and, if appropriate, also take out home purchase savings loan. If you apply for the loan, a credit check will be carried out.
What can I use the credit balance for?	BHW Bausparkasse AG does not require any proof of the use of the credit balance. If you have claimed the contributions as special expenses for tax purposes in Luxembourg, the tax office will require proof when you make your next income tax return that the credit balance was used only for purposes provided for by the legislator. If in doubt, please ask your tax office directly before requesting the credit balance. The tax laws in force at the time of disbursement apply. You will find further information under the following link: https://guichet.public.lu/en/citoyens/logement/acquisition/aides-indirectes/epargne-logement.html
What is the term of a home purchase savings contract?	In principle, home purchase savings contracts do not have a fixed term. When the contract is concluded, the capital subscribed, the contractual tariff, the savings amount determined by the tariff and a subsequent repayment amount are determined. These parameters in particular are decisive for the term of the contract.
How do I apply for the home purchase savings loan?	To apply for the loan, please contact us by telephone on 44 88 44 1 or by e-mail: info-lux@bhw.lu . You will find all our financial advisors on our homepage under the tab "Contacts".
I would like to request my loan, which form do I need and where can I find it?	You will find the allocation form on our homepage under Downloads. As soon as your building society contract reaches the allocation stage, you will receive a letter from us with the form attached.
Service:	
Where can I conclude a building society contract?	You can conclude the contract directly with us. Please contact us by telephone on 44 88 44 1 or by e-mail: info-lux@bhw.lu . Moreover, we have been working in full confidence with the BCEE for 20 years. You are welcome to make an appointment for consultation and conclusion of a contract by this means too.
I would like to cancel my unallocated contract.	You will find the cancellation form on our homepage under Downloads. Please note that there may be costs and tax implications.
Can you also collect the contributions directly from my account and how do I set up a standing order?	Unfortunately, direct debit is not possible. Therefore, please set up a standing order (<i>ordre permanent</i>) with your bank. Enter BHW Bausparkasse AG as the beneficiary. You will find the details of the accounts you may use on our letters in the footer. Please note your home purchase savings number and your name in the reason for payment.
Can I receive the documents in another language?	When you conclude the contract, we ask whether you would prefer the documents in German or French. You can change this at any time during the term. Unfortunately, we cannot offer other languages.
How can I change my address?	For your own security, only in writing. Either by post or by e-mail to info-lux@bhw.lu . Please enclose a copy (front and back) of your valid identity card or, if applicable, your 3-month-old certificate of residence. Please include your building society number. On our homepage, in the form centre, you will also find a form for the change of your address.
Financing:	
Can I also request financing from you?	We have been a competent partner in construction loans and financing for over 40 years. To apply for a loan, please contact us by telephone on 44 88 44 1 or by e-mail: info-lux@bhw.lu . You can find all our financial advisors on our homepage under the "Contacts" tab.

Please always have your savings contract number ready when contacting us. Your BHW Bausparkasse AG, Luxembourg branch.