

Living Super

Application guide—For Adviser use



About this form

You can use this form for your client to apply for a Living Super account where they also wish to appoint you as their adviser on that account. If your client wants to open a super and pension account or a super and Transition to retirement (TTR) account please complete one form for each account type. The following are the documents you and your client will need to review to complete the application:

- [Living Super Product Disclosure Statement \(PDS\)](#)
- [Living Super Product Guide](#)
- [ING Superannuation Fund - Privacy Policy](#)
- [Financial Services Guide](#)
- [MetLife Underwriting Guide](#)

Please return to:

Email: livingsuper.adviser@ing.com.au

Mail:
ING
REPLY PAID 4307
SYDNEY NSW 2001

Super Account

Please either email or mail the following:

1. Application form - make sure that both you and your client sign the declarations
2. [Member Advice Fee form](#) - if you and your client agree to charge an advice fee through the account
3. [Work Test Declaration](#) (if your client is between the ages of 65-74 and making non-concessional contributions)

Pointers for opening a super account

- When completing the Industry and Occupation in Step 3, please refer to the MetLife Underwriting Guide for ING Living Super for a list of accepted industries and occupations.
- Once your client's super account has been opened, they will receive an email with their account number. If your client doesn't already have an ING Client Number, they will also receive a Temporary Access Code in the mail.
- Once the account is set up both you and your client can do the following online:
 - Rollover their super
 - Contribute to their super (if via direct debit only the client can set this up or they can provide their details on the application form)
 - Add beneficiaries
 - Add their investment instructions
 - Email or print a Super Choice Form for their Employer
 - Select their notification settings

Insurance

- Review their insurance (including upgrading to tailored cover or cancelling Automatic cover)
- When your client opens a super account, they may be eligible for a pre-approved level of death and total and permanent disablement cover, called Automatic Cover. Cover is provided subject to a pre-existing condition exclusion. The premium and amount insured varies based on your client's age, occupation and gender. If eligible, cover will commence and premiums will be deducted once your client has a positive balance in their super account within 120 days after opening a super account. A cooling off period applies if your client cancels their insurance cover within 30 days of acceptance by the insurer. Cover will be cancelled from the date the insurance commenced and any premiums refunded to your client's account provided no claims were lodged. For further details on how Automatic Cover works, please refer to the PDS and Product Guide. The table below shows the level of cover that may be applied:

Current age	Automatic Cover amount	Current age	Automatic Cover amount
15 - 19	\$100,000	49	\$150,000
20 - 24	\$250,000	50	\$140,000
25 - 34	\$300,000	51	\$130,000
35	\$290,000	52	\$120,000
36	\$280,000	53	\$110,000
37	\$270,000	54	\$100,000
38	\$260,000	55	\$90,000
39	\$250,000	56	\$80,000
40	\$240,000	57	\$70,000
41	\$230,000	58	\$60,000
42	\$220,000	59	\$50,000
43	\$210,000	60	\$40,000
44	\$200,000	61	\$30,000
45	\$190,000	62	\$20,000
46	\$180,000	63	\$20,000
47	\$170,000	64	\$20,000
48	\$160,000	65* - 69*	\$20,000

*From age 65 death cover only will be provided

TTR or Pension Account

Please either email or mail the following:

1. Application form - make sure that both you and your client sign the declarations
2. [Member Advice Fee form](#) - if you and your client agree to charge an advice fee through the account
3. Original Certified ID. (We can't commence a TTR or Pension account until this is provided) - **must be mailed to ING** - Refer to 'Verify your details' at the end of this application for further information.
4. [TFN Declaration](#) (If your client is aged under 60)

Pointers for opening a TTR or Pension account

- Once your clients TTR or Pension account has been opened they will receive an email with their account number. If your client doesn't already have an ING client number they will also receive a Temporary Access Code in the mail.
- Once the account is set up both you and your client can do the following online:
 - Rollover their super
 - Add beneficiaries or a reversionary
 - Add their investment instructions
 - Select pension or income stream payment details (frequency and amount)
 - Select their notification settings
- We will call you to confirm that everything has been received prior to the TTR or pension commencing

Don't forget!

- Step 2 needs to contain your clients details and not yours (you'll have access to their account and correspondence)
- The application needs to be completed in English
- Ensure that you complete the application with correct details. Incomplete/incorrect application will be returned and not be processed.

Living Super Application form



About this form

You can use this form to open a Living Super account and authorise your Adviser to access information and transact on your account on your behalf.

Before completing this form, please ensure you have read the latest [Living Super Product Disclosure Statement \(PDS\)](#) and [Product Guide](#).

Step 1: Type of account (one account type per form)

What account would you like to open? (Choose one only)

- Super
- Transition to Retirement – you must have reached your preservation age, be under 65 and you must have a minimum initial investment of \$20,000

Preservation age is determined by your Date of Birth. Please use the following as a guide:

Date of Birth	Preservation age
Before 1 July 1960	55
1 July 1960 – 30 June 1961	56
1 July 1961 – 30 June 1962	57
1 July 1962 – 30 June 1963	58
1 July 1963 – 30 June 1964	59
From 1 July 1964	60

- Pension – you will need to have a minimum initial investment of \$20,000 and satisfy one of the following criteria:
- 65 years or older
 - 60 years old or older and have left an employment arrangement since turning 60
 - reached your preservation age, being less than 60, and you do not intend to work more than 10 hours per week in the future
 - commencing a pension with unrestricted non preserved money

Step 2: Customer details (all fields are mandatory)

Are you a designated U.S. person?

A designated U.S. person is defined as follows:

- You are an American citizen or hold a current U.S. green card;
- You have a U.S. address – either postal, residential or fiscal (for tax purposes) – or a U.S. telephone number. This excludes a U.S. postal address used only for internet shopping purposes; or
- You have a representative, adviser or attorney (for your super account) with any of the above U.S. details

- No
- Yes - Thank you for considering ING Living Super. Unfortunately you are not eligible for a Living Super account.

Step 2 continues over the page

All fields must be completed

Mr Mrs Ms Other

First name Middle initial

Surname

ING client number (if applicable)

Date of birth (DD/MM/YYYY) / /

Nationality

Mother's maiden name*

Gender Male Female

*This is your mother's original surname or family name and may be used to identify you when you call ING.

Preferred contact number

Email address

Customer's residential address

Suburb/town

State

Postcode

Customer's postal address (if different from above)

Suburb/town

State

Postcode

Step 3: Employment details (super accounts only)

Please provide your Industry and Occupation below (please use the classifications as they appear in the Occupation Classification Tables on page 5 to 14 of the [MetLife Underwriting Guide](#)).

When you open your super account, you will be provided with Automatic cover (subject to eligibility), which is a pre-approved level of death and Total Permanent Disablement (TPD) insurance cover. If you want more flexibility from your insurance cover, you can upgrade to Tailored Cover which changes the death and TPD cover to meet your needs, and you can also apply for income protection.

Please refer to section 9 of the Product Guide: 'Insurance through ING Living Super' for more information. Once your application has been processed, we'll let you know if you're eligible for Automatic Cover and the premium payable. We'll also send you an email to confirm Automatic Cover has been applied to your account once your super account has a positive balance after 120 days from the date you first opened it.

To manage your insurance, including upgrading to Tailored Cover, applying for income protection or cancelling Automatic Cover log in to ing.com.au to view your Insurance Details.

Industry

Occupation

Step 4: Tax File Number

In order to open a Living Super account, we will need your Tax File Number. It is not an offence not to quote your Tax File Number.

Tax File Number

OR

Tax Exemption Code (if applicable - for TTR and Pension only). Please tick one:

Aged, Service, Invalid pensioner

Norfolk Island resident

Wife, Carer, Widow, Sole parents pension

Non-residents

Investor under sixteen

TFN contains alphabetic characters

Things you should know:

Under the Superannuation Industry (Supervision) Act 1993, your superannuation fund is authorised to collect, use and disclose your TFN, which will only be used for lawful purposes. These purposes may change in the future as a result of legislative change. The Trustee of your Fund may disclose your TFN to another superannuation provider, when your benefits are being transferred, unless you request the trustee of your superannuation fund in writing that your TFN not be disclosed to any other superannuation provider.

It is not an offence not to quote your TFN. In addition, giving your TFN to your superannuation fund will have the following advantages (which may not otherwise apply):

- your superannuation fund will be able to accept all types of contributions;
- the tax on contributions to your superannuation fund will not increase;
- other than the tax that may ordinarily apply, no additional tax will be deducted when you start drawing down your superannuation benefits; and
- it will make it much easier to trace different superannuation accounts in your name so that you receive all your superannuation benefits when you retire.

By providing your TFN you also consent that we may seek superannuation information from the Australian Tax Office and contact other superannuation providers to assist the consolidation of your super accounts.

Step 5: Investment details

How would you like to invest your money? Select from **one** of the below:

High Growth option – Allocates 100% of your future contributions and rollovers to the High Growth option (subject to the Cash hub minimum).

The Cash Hub must hold a minimum of \$500 or 1% of your account balance (whichever is greater and capped at \$10,000), plus an additional amount equal to the insurance premiums, pension payments (if applicable) and fees due to be paid in the following two months.

Growth option – Allocates 100% of your future contributions and rollovers to the Growth option (subject to the Cash hub minimum).

The Cash Hub must hold a minimum of \$500 or 1% of your account balance (whichever is greater and capped at \$10,000), plus an additional amount equal to the insurance premiums, pension payments (if applicable) and fees due to be paid in the following two months.

Balanced option – Allocates 100% of your future contributions and rollovers to the Balanced option (subject to the Cash hub minimum).

The Cash Hub must hold a minimum of \$500 or 1% of your account balance (whichever is greater and capped at \$10,000), plus an additional amount equal to the insurance premiums, pension payments (if applicable) and fees due to be paid in the following two months.

Customise your own

Create your own investment mix (subject to the Cash Hub minimum). Any contributions received will be invested according to these instructions unless you log in and change your Contributions Mix.

Note: If you are looking to invest in Term Deposits or in the Shares category, please put the specified asset allocation into the Cash Hub. You will be able to open a Term Deposit or invest in Shares & Exchange Traded Products once your Living Super account has been opened and you have contributed or rolled over the minimum required.

Enter your % allocations below (allocations must add up to 100%):

Cash Hub (%)

Australian shares option (%)

International shares option (%)

International shares - Hedged option (%)

Australian listed property option (%)

Australian fixed interest (%)

International fixed interest - Hedged option (%)

Cash option (%)

High Growth option (%)

Growth option (%)

Balanced option (%)

Other information: The asset allocation you select will allocate to the Cash Hub a minimum of \$500 or 1% of your account balance (whichever is greater and capped at \$10,000), plus an additional amount equal to the insurance premiums, pension payments (if applicable) and fees due to be paid in the following two months. If you want more than the minimum invested in the Cash Hub please enter the purchase above. The asset allocation will not rebalance automatically. ING Living Super provides an automatic rebalancing facility for the managed investment options which you can set up once your account is open.

Before making any decision in relation to ING Living Super, including share trading, you should read the PDS, the Product Guide and the Financial Services Guide and consider consulting a financial adviser. An investment in ING Living Super is neither a deposit nor liability of ING Bank (Australia) Limited or any of its related corporations and none of them stands behind or guarantees the Fund.

Step 6: Register monthly direct debit (to contribute to your super account)

Please enter the details below for the account you'd like to make your regular monthly super contributions from. All fields are mandatory.

BSB Account number

Account name

Personal contributions (\$ per month) Spouse contributions (\$ per month)

Direct Debit payments are processed on the 15th of each month or if a weekend or non-business day, the next business day.

I request and authorise Diversa Trustees Limited ABN 49 006 421 638 (User ID 444725) to draw money from my nominated account through the Bulk Electronic Clearing System. I understand and agree to the terms and conditions as outlined in the Direct Debit Service Agreement within the Product Guide.

Step 7: Pension and Income stream payment details (for TTR and Pension accounts only)

Please enter the bank account that you wish to have your pension paid into. All fields are mandatory.

BSB Account number

Account name

Payment frequency Fortnightly Monthly Quarterly Semi-annual Annual

Payment type Minimum Nominated \$

NOTE: Pension payments can only start when all rollovers are received and we have received your certified identification and pension payment details. The cut-off time for establishing your pension account for the first pension payment is the Friday before the pension payment day. Pension payment day is every second Wednesday and your pension payment will be processed according to the details you provide. The processing time of the receiving institution will determine when your pension payment is available.

Your pension payments are not guaranteed and will end if your account balance is exhausted. You can request to change the frequency of your pension payments or the amount of your pension payment provided it satisfies any minimum or maximum payment limits that apply. We may also adjust the amount of your pension payments to ensure it satisfies these limits.

Step 8: Adviser authorisation

I would like to authorise the below adviser to make requests and provide instructions on my behalf in respect of my Living Super account, on the following items only:

- organising a rollover from another fund;
- changing my investments;
- investing in Term Deposits;
- Share Trading;
- applying for, modifying, cancelling, managing or claiming insurance;
- setting up and amending pension payments (not including adding or amending bank details); and
- updating my details on my account (s)—not including mandatory security details and mobile numbers. Note: details will be updated on all accounts held with ING under your Client Identification Number

Adviser/s are not entitled to amend and/or change the fees that are payable by the client.

Dealer group name Practice name

Adviser name Adviser number

Contact number

Step 9: Customer declaration and authority to appoint adviser

To proceed, please tick below and sign:

ING requires your permission to collect some fees and to pay some of these fees onto its service providers.

By ticking this box you will be providing the following consents and authorisations:

- You consent to, authorise and direct the payment of 100% of the Administration Fee (exclusive of the ORFR Fee) and the Smart & Select Investment Fee by the Trustee to ING, and you instruct ING to pay 100% of this amount to the Fund's service providers (including to ING as a service provider to the Fund) in return for the provision of services to the Fund. This authorisation applies if you choose these options either now or in the future.
- You consent to, authorise and direct the payment of 100% of the insurance premiums, by the Trustee to MetLife if you have insurance cover through your Living Super account and you instruct MetLife to pay 16.7% of the Death and TPD insurance premium and 23.1% of the income protection premium to ING.

By signing this application, I acknowledge that I have read the Product Disclosure Statement (PDS), Product Guide and the Privacy Policy and agree to be bound by terms of the PDS, Product Guide and Privacy Policy. I acknowledge that communications to me in relation to my ING Living Super account may be sent to me via email or sms or made available to me via ING online banking.

Adviser authority to transact

- I acknowledge that the Adviser named in step 8 can authorise another person or persons, such as others in their office (each a 'nominated person') to perform the activities specified in step 8 of these terms on my behalf by notifying ING.
- Any correspondence related to your superannuation account will also be made available to your Adviser. This may include health information in the relation to any insurance application or claim. If I have provided an authority in relation to my Living Super account, I acknowledge that MetLife Insurance Limited may rely on this authority to process applications made by my adviser on my behalf for insurance cover, or to modify insurance cover, issued by it, and to make and handle claims on my behalf.
- This authority takes effect on the date that ING amends its records to note the appointment of the Adviser on the terms of this authority. The authority continues until I cancel it by notifying ING in writing or on the phone and ING has amended its records to note the cancellation of the authority. ING may also cancel the appointment of the Adviser under this Authority for any reason by notifying me in writing.
- I acknowledge that ING may vary the terms of this authority by prior written notice to me and the appointed Adviser.
- I acknowledge that ING and/or the Trustee has the right to delay, or seek further information, before acting on any instructions purporting to be given by the Adviser or a nominated person under this authority. ING and the Trustee are not obliged to seek further information or make enquiries in connection with any instruction. ING and/or the Trustee may decide not to act upon any request or instructions provided by the Adviser or a nominated person if ING or the Trustee considers for any reason that the request or instruction has not been made acting on my authority.
- I agree to:
 - indemnify ING and the Trustee against all loss, liabilities and costs incurred directly or indirectly as a result of the appointment of the Adviser (or a nominated person) or any act or omission of the Adviser (or a nominated person) in connection with my account(s) (including in respect of any withdrawals made from my account(s)); and
 - release ING and the Trustee from any claims and liabilities in connection with any act or omission of the Adviser (or a nominated person) in connection with my account.

I have read, understood and agree to the terms of this ING Living Super Application and Adviser Authorisation:

Customer signature

Date (DD/MM/YYYY)

 / /

Step 10: Adviser declaration

I understand the terms that apply to the Adviser authority to transact in Step 9.

Adviser signature

Date (DD/MM/YYYY)

 / /

For the curious: Diversa Trustees Limited ABN 49 006 421 638, AFSL 235153, RSE L0000635, the Trustee of the ING Superannuation Fund ABN 13 355 603 448 (Fund) and the issuer of interests in the Fund. ING Living Super is a product issued out of the Fund. ING, a business name of ING Bank (Australia) Limited ABN 24 000 893 292, AFSL 229823, is the Promoter of the Fund. The insurance cover offered by the Fund is provided by MetLife Insurance Limited ABN 75 004 274 882 AFSL 238096.

Living Super

Verifying your identity



Prior to commencing pension payments for a Transition to Retirement or Pension account, and before you can withdraw cash from your Super account, ING and the Trustee require that your identity be verified. To do this, you must send us original certified copies of documents which verify your identity. These documents must be certified by one of the persons listed in Step 3.

To verify your identity follow the four simple steps below:

- Step 1** Choose either one identification document from list A or two documents from list B below
- Step 2** Select someone to certify your documents
- Step 3** Take copies and originals to the certifier and ask them to complete the certification
- Step 4** Send the certified documents to ING Living Super GPO BOX 4307 SYDNEY NSW 2001

Step 1: Choose identification documents

You need to choose either one document from List A or two documents from List B. Please note the certified copies will not be returned.

NOTE: The documents must verify your Full Name AND either your Residential Address or Date of Birth.

List A	List B
<ul style="list-style-type: none">• Australian Driver's Licence (must be current, show current residential address and photograph)• Australian Passport (either a current passport or a passport that expired within the last 2 years)• Proof of Age Card / NSW Photo Card (must be current and show date of birth and photograph)• International Passport (current, containing a photograph and a signature and accompanied by a translation from a Professional Translator accredited by the National Accreditation Authority for Translators and Interpreters if not in English)	<p>One of the documents</p> <ul style="list-style-type: none">• Birth Certificate (issued by a State or Territory in Australia) <p>OR</p> <ul style="list-style-type: none">• Citizenship Certificate (issued by the Commonwealth of Australia) <p>OR</p> <ul style="list-style-type: none">• Pension Card or Health Card (must be current and issued by Centrelink entitling financial benefits) <p>AND</p> <ul style="list-style-type: none">• Social Security notice issued by the Commonwealth, State or Territory in the past 12 months containing your name and residential address which records financial benefits provided to you <p>OR</p> <ul style="list-style-type: none">• Notice Issued by the Australian Tax Office within the past twelve months that contains your name and residential address and records debts payable by you <p>OR</p> <ul style="list-style-type: none">• Rates or Utilities notice issued in the last 3 months containing your name and residential address and recording the provision of services to you/your address

Step 2: Select a certifier

Take the originals and copies of your identification documents to a document certifier from the list below. Ask them to follow the instructions in Step 3.

1. A Pharmacist
2. A Justice of the Peace
3. A Notary Public Officer
4. A Medical Practitioner or Nurse
5. A Police Officer
6. An Accountant (CA/CPA)
7. A Legal Practitioner
8. A Full-time teacher (school or tertiary)
9. Bank/Credit Union/Building Society Officer with at least two years continuous service
10. A permanent employee of a Commonwealth, State/Territory or local government with at least two years continuous service.
11. An officer with, or authorised representative of, a holder of an Australian Financial Services Licence, having 2 or more continuous years of service with one or more licences.

Step 3: Certifier Instructions

Once you (the certifier) have sighted the original proof of identity document and the copy and confirmed that both documents are identical on each page of the copy complete the following:

1. Certify as true copies by writing or stamping "I hereby certify that these pages are a true copy of the original document shown to me on [date]"
2. Sign each document and print your Name, Address, Phone Number and Certifier Classification. For example; John Smith, 1 ABC Street, Sydney, NSW, 2000 ph: 1234 5678, Accountant

This information was prepared and sent on behalf of Diversa Trustees Limited ABN 49 006 421 638, AFSL 235153, RSE L0000635, the Trustee of the ING Superannuation Fund ABN 13 355 603 448 (Fund) and the issuer of interests in the Fund. ING Living Super is a product issued out of the Fund. ING, a business name of ING Bank (Australia) Limited ABN 24 000 893 292, AFSL 229823, is the Promoter of the Fund.