



We're writing to let you know about the following changes in relation to Personal Term Deposits.

More of your clients' Personal Term Deposit notices are going digital

We've generally sent Personal Term Deposit notices for new accounts, pre-maturity, maturity, early closure and rollover to customers by post. But for most existing accounts and all new accounts, we will now start issuing these notices digitally. We'll do this by uploading them to the 'Messages' section of Online Banking and the ING app, and then sending customers an email to let them know they're ready to be viewed.

Other types of Personal Term Deposit notices (including those about changes to terms and conditions) will continue to be sent directly by email and in some instances, by post, and statements will continue to be sent by post.

Impacted customers have been advised via email of both the above, and the fact that they are able to opt back in to receiving these notices by post:

1. Within 7 days of the date of this email, within Online Banking.
2. At any time, by contacting us directly.

Adviser notifications will remain unchanged.

Updated application form for Personal Term Deposits

We've made the following changes to the paper-based application form for Personal Term Deposits:

1. The collection of an email address is now mandatory.
2. The declaration now reflects the online application form, which includes an agreement that notices can be issued electronically.

The updated form is available [here](#). Older versions of the form won't be accepted from the date of this email.



Online help & support
Visit adviser.ing.com.au



1300 656 226, 9.00 a.m. -
5:00pm Monday to Friday
(AEST)

Or contact your ING
Representative

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Important Information:

Any advice in this email does not take into account your or your clients' objectives, financial situation or needs and you should consider whether it is appropriate for you and your clients. You should consider the relevant Product Disclosure Statement, Terms and Conditions and Target Market Determination available at ing.com.au and the product's appropriateness when deciding whether to acquire, or to continue to hold, a product. If you, or your clients, have a complaint, please call 1800 209 744 (Monday to Friday between 9.00am – 5:00pm AEST), as we have procedures in place to help resolve any issues you, or your client may have.

Issuer Details

Products are issued by ING, a business name of ING Bank (Australia) Limited ABN 24 000 893 292, AFSL and Australian Credit Licence 229823.

ING Personal Term Deposits:

Applications for Personal Term Deposits are subject to eligibility criteria for approved applicants only.

Minimum opening deposit of \$10,000 for any Personal Term Deposit Account.

We may refuse an application for a Personal Term Deposit where it would result in a customer exceeding a total combined balance of \$5 million across all ING Personal Term Deposit Accounts held by that customer (individually or in joint names).

The interest rates that apply to Personal Term Deposits are the interest rates that are current on the date the term deposit is opened or rolled over at maturity. Interest rate reduction will apply where the customer breaks the Personal Term Deposit prior to the maturity date.

ING Bank (Australia) Limited
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