

Direct Debit request for personal savings accounts

About this form:

This Direct Debit Request (DDR) provides ING with the authority to draw money from your external bank account nominated below for deposit into your personal ING Savings Account(s).
When completing this form please: • use CAPITAL letters • mark boxes with an where applicable • use black pen.



Step 1: Your personal details

Account Holder

ING client number

Mr Mrs Ms Other

First name

Middle initial

Surname / Family name

Joint Account Holder (if applicable)

ING client number

Mr Mrs Ms Other

First name

Middle initial

Surname / Family name

Step 2: Your external bank account

I/We request and authorise ING (User I.D. 123079), a business name of ING Bank (Australia) Limited ABN 24 000 893 292, to draw money from my/our account through the Bulk Electronic Clearing System.

Name of bank

Suburb of bank

BSB number (Mandatory)

Account number (Mandatory)

Account holder(s) name on external bank account (Mandatory - must be the same name(s) as the Account Holder(s) in Step 1)

Step 3: Your ING account(s)

The Direct Debit Request applies to the ING account specified below and any other ING accounts which you have instructed us to change.

ING account number

Step 4: Sign here

I/We acknowledge that this DDR is governed by the terms of the Direct Debit Request Service Agreement as outlined overleaf.

Signature of account holder

Date (DD/MM/YY)

Signature of joint account holder (if applicable)

Date (DD/MM/YY)

- Please read the Direct Debit Request Service Agreement overleaf before signing this DDR.
- You may wish to take a copy of this form and the Agreement for your records.
- If you have any questions, please call a Customer Care Specialist on 133 464.
- This DDR cancels any previous DDR you have given to us regarding transfers from your external bank account to your specified ING account(s) except in relation to transfer instructions issued prior to the receipt of this DDR.

Step 5: What to do when you have completed this form

When you have completed and signed the Direct Debit Request for Personal Savings Accounts form, please send it to us at:

ING
Reply Paid 2682
Sydney NSW 2001 (no stamp required)



If you have any queries concerning this agreement or any drawings made under it, please contact ING on 133 464. If you wish to stop or cancel your drawing arrangements, please direct your query to us initially in accordance with Section 2 of this Direct Debit Request Service Agreement.

1. Drawing arrangements

ING's commitment to you.

The details of your drawing arrangement are shown in your Direct Debit Request (DDR) schedule. These arrangements may include the right to draw funds from the account specified in that DDR schedule for deposit into your ING personal savings account(s). We will give you written notice of any changes to your drawing arrangements at least 14 days before those changes occur.

If a drawing date falls on a day which is not a business day, the drawing will be made on the next business day.

We reserve the right to cancel your drawing arrangements if two or more drawings are returned unpaid by the financial institution with which your external bank account is held, and to arrange an alternative payment method with you.

We will keep your direct debit records and account details confidential, except where the disclosure of certain information to your financial institution is necessary to enable us to act in accordance with your drawing arrangements.

2. Your rights

You can cancel, alter or suspend your drawing arrangements at any time by logging onto your account(s) or calling us at least two business days before the cancellation, alteration or suspension is to take effect. You can also stop or defer an individual drawing by calling us at least two business days before the date that drawing is to be made.

If you consider that a drawing has been initiated incorrectly, you should call and seek assistance from one of our Customer Care Specialists for immediate attention. All contact should be made by phoning 133 464.

If you have authorised your attorney to do so, your attorney can exercise your rights under this Section 2 on your behalf.

We will investigate your concerns and endeavour to respond to you within 21 days. If we conclude that a debit has been made in error, we will arrange for your financial institution to adjust your external bank account and advise you accordingly. If we conclude that a debit has not been made in error, you will be informed of this conclusion and the reasons for it.

3. Your responsibilities

It is your responsibility to:

- ensure that your external bank account can accept direct debits (direct debiting may not be available on all accounts. Please check with your financial institution before completing the DDR if you are uncertain);
- check the account details for your external bank account against a recent statement from the financial institution where it is held (please check with your financial institution if you are uncertain);
- ensure that there are sufficient cleared funds in your external bank account by the due date to enable drawings to be made in accordance with your drawing arrangements. If there are insufficient funds in your external bank account to enable a drawing to be made, any amount debited to your account in anticipation of that drawing being made will be reversed. With ING personal savings account(s) there are no ING fees to pay except standard statutory Government charges;
- ensure that the authority given to us to draw on your external bank account is consistent with the account authority or signing instructions held by your financial institution for that account;
- advise us if your external bank account is transferred, closed or any other account details change;
- arrange a suitable payment method if your drawing arrangements are cancelled;
- ensure that your attorney does the above if you do not.

