



Update

The new Design and Distribution Obligations (DDO) will become effective from 5 October 2021 and requires issuers and distributors to have adequate product governance with the aim of improved outcomes for consumers of financial products.

Target Market Determination

The Target Market Determination (TMD) outlines the key attributes of the product, the class of customers that comprises the target market, why the product is likely to be suitable, any special considerations, conditions or restrictions that should be considered, circumstances requiring review of the TMD as well as any conditions placed on distribution of the product, reporting requirements and period for distributors

Issuers and distributors need to make sure that 'reasonable steps' are taken to ensure that the distribution of financial products is consistent with the most recent version of the TMD for each product.

Below are the links to the TMDs for the following products:

- [Savings Maximiser](#)
- [Savings Accelerator](#)
- [Personal Term Deposit](#)
- [Business Optimiser](#)
- [Business Term Deposit](#)
- [Living Super – Accumulation Account](#)
- [Living Super – Transition to Retirement Account](#)
- [Living Super – Pension Account](#)

Reporting

As a distributor of ING financial products you are required to report any complaints and significant dealings as well as actual and potential issues, breaches and instances where the target market may not be consistent with the objectives, needs and financial situation of the person consuming the financial product.

Please refer to the TMD for each product for more detailed information on the reporting obligations, the information required to be reported as well as the reporting period or frequency to ensure that you meet your ongoing obligations.

Where to report?

ING savings and deposits: All reporting for ING's range of savings and deposit products (including Savings Maximiser, Savings Accelerator, Personal Term Deposits, Business Optimiser and Business Term Deposits) should be directed to: direct.adviser@ing.com.au

Living Super: All reporting for Living Super should be directed to: livingsuper.adviser@ing.com.au

Living Super – new Application form

To help meet the new DDO obligations, the Trustee of Living Super has introduced a new question to the Living Super Application form. Instructions on how to complete this question are detailed in the Application guide supporting the Application form. The Trustee will only accept new Living Super applications on the new form from 5 October 2021.

The link to the new Living Super Application form can be found [here](#).

Need more information?



- Contact your ING representative
- Contact Adviser Services on 1300 656 226 (Monday - Friday: 9:00am - 5:00pm AEST) or email direct.adviser@ing.com.au
- New applications can be emailed to adviser.applications@ing.com.au
- Account maintenance requests (including Adviser Authorisation Forms) can be emailed to adviser.admin@ing.com.au
- Living Super enquiries can be emailed to livingsuper.adviser@ing.com.au



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



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

Or contact your ING Representative



Helping Australians get ahead through the power of community. Get involved at ing.com.au/dreamstarter

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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, Target Market Determination and the Financial Services Guide 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 1300 656 226 (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 (other than Living Super) are issued by ING, a business name of ING Bank (Australia) Limited ABN 24 000 893 292, AFSL and Australian Credit Licence 229823.

Diversa Trustees Limited ABN 49 006 421 638, AFSL 235153, RSE L0000635 is 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 and the issuer of this document. Living Super is not available for U.S. Persons (i.e. if you have U.S. residential, postal or fiscal address, phone number, citizenship, Green Card or any U.S. related proxy).

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