



# Product Update



## **Important change to the way we receive instructions - Protecting Your Super Package (PYSP)**

Since our recent communications around the new PYSP obligations, we've had to make some changes to the way we accept customer elections to 'opt in' to insurance cover where their Living Super account has been inactive continuously for a period of 16 months or more. The advice of the Trustee of Living Super is that legally we should only be accepting such instructions from the customer, rather than accepting instructions from you in your capacity as an adviser acting on behalf of your customer. This is the Trustee's interpretation of election requirement for opting in to insurance under the PYSP laws and means your customer will need to provide us with their written election. We note this does not detract from the wider delegations under which you operate Living Super for your customer.

### **What you need to do for elections to 'opt in' to insurance cover**

The 'opt in' elections must be made by your customer by either:

Option 1: Online - by your customer logging into their online Living Super account, going to 'Insurance', selecting the 'opt in to insurance' button, and then following the instructions to review the insurance they want to retain,

OR

Option 2: By email - customer completes an instruction in the required format, and emails it back to ING Adviser Services at [livingsuper.adviser@ing.com.au](mailto:livingsuper.adviser@ing.com.au). [Click here](#) for required format, please note it must be sent from your customer's email address.

### **What about elections made from 1 May 2019, where you have already contacted our Adviser Services team?**

We will contact you shortly if you have already 'opted in' to insurance on your customers behalf, and request you contact your customer to complete and email the election template back to us, so we can keep their insurance cover in place.

We thank you for your assistance in helping ING and your customers adapt to the recently introduced PYSP obligations.

## Need more information?

- Contact your ING representative
- Contact Adviser Services on 1300 656 226 Monday - Friday: 9:00am - 5:30pm AEST/AEDT or email [direct.adviser@ing.com.au](mailto:direct.adviser@ing.com.au)
- New applications can be emailed to [adviser.applications@ing.com.au](mailto:adviser.applications@ing.com.au)
- Account maintenance requests (including Adviser Authorisation Forms) can be emailed to [adviser.admin@ing.com.au](mailto:adviser.admin@ing.com.au)
- Living Super enquiries can be emailed to [livingsuper.adviser@ing.com.au](mailto:livingsuper.adviser@ing.com.au)

To learn more



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Call 1300 656 226



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