



Product Update



As you are aware, the new 2019 Banking Code of Practice (**BCOP**), comes into effect on 1 July 2019. The BCOP is part of a reform initiative to improve banking services. It introduces a range of measures to make banking products and services easier to understand and more customer-focused. It represents a stronger commitment by the banking industry to ethical behaviour, responsible lending, greater financial protection and increased transparency.

We value our customers and believe that the BCOP is a big step towards providing better banking for all Australians. We wanted to let you know that ING has adopted the BCOP and has committed to complying with its terms.

The BCOP imposes new and improved obligations and requirements on ING and its representatives, which includes you. As our representative, we expect that all of your dealings with customers will be BCOP compliant. You can find a copy of the BCOP [on our website](#) from 1 July. If you are, or become aware of any breach of the requirements of, and obligations imposed by, the BCOP, you must contact and advise ING immediately.

ING will implement a variety of changes to its deposit and savings products commencing on and from 1 July 2019. As our representative, you must familiarise yourself with all changes adopted by ING so to that you can ensure that you meet ING's expectations and requirements in relation to BCOP compliance.

Some of those changes include:

Vulnerable Customers

We are committed to taking extra care with our customers that are vulnerable. We will treat those customers with sensitivity, respect and compassion. When you become aware that a customer is vulnerable or is in a vulnerable situation, you will be required to inform ING. Alternatively, you can inform the customer to contact ING on 133 464 as we have procedures and trained staff in place to assist them. Examples of vulnerable customers and vulnerable situations include, but are not limited to:

- a customer experiencing financial abuse;
- a customer experiencing:
 - age related impairment
 - cognitive impairment;
 - elder abuse;
 - mental illness;
 - serious illness;
- a customer facing family or domestic violence; or

- any other personal, or financial, circumstance causing significant detriment.

Being inclusive and accessible.

We are committed to improving the accessibility for our banking services. By way of example, we have developed a new approach to the provision of banking services to customers who inform us that they are Indigenous. Our new approach sees ING committing to inform Indigenous customers of accounts best suited to them based on their needs and details a commitment to assist Indigenous customers satisfy, through alternate methods, ING's identification requirements. If you become aware that a customer is an Indigenous customer, you will be required to inform ING. Alternatively, you can inform the customer to contact ING on 133 464 as we have procedures in place to assist them.

Deceased Estates

We have developed clearer protocols for dealing with deceased estates and the persons with whom ING is able to correspond with.

We will be in touch to provide greater information in relation to the changes to our products and services and to otherwise inform you of our training and education programs so that we can work together in ensuring BCOP compliance. Until that time, please familiarise yourself with the BCOP and the links to the documents referred to below..

Notice of Change and Updated Terms and Conditions

Your customer will receive a Notice of Change for each product they have in the next statement run for the statement period ending 30 June 2019. All of the Updated Terms and Conditions are effective from 1 July 2019. Please find the list of Notice of Change and Terms and Conditions for deposit and savings products below:

Notice of Change

[Business Optimiser](#)

[Business Term Deposit](#)

[Personal Term Deposit](#)

[Savings Maximiser](#)

[Savings Accelerator](#)

[Orange Everyday](#).

Terms and Conditions

[Business Optimiser](#)

[Business Term Deposit](#)

[Personal Term Deposit](#)

[Savings Maximiser](#)

[Savings Accelerator](#)

[Orange Everyday](#).

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

To learn more

Visit adviser.ing.com.au

Call 1300 656 226



Important Information:

Information is current as at the date of this email and is subject to change. You received this email as you provided ING with your email address. However, if you do not wish to receive further email communications from ING please send an email to reply@eccoms.ing.com.au with "Unsubscribe" in the subject line or call 1300 656 226.

Any advice in this Product Update 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 or Terms and Conditions 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 - 5:30pm 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, Australian Financial Services Licence and Australian Credit Licence 229823.

ING Bank (Australia) Limited
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