



Product Update



In this Update:

- Changes to ING Business and Personal Term Deposits interest rates
- Changes to Adviser Services operating hours

Changes to ING Business and Personal Term Deposits interest rates

We will be making the below changes to the following ING Business & Personal Term Deposits **embargoed until and effective from 12:01am AEST Friday 19 May 2020:**

Business Term Deposits[^]

Term	New Rate (p.a.) Effective 19 June 2020	Old Rate (p.a.)
120 Days	0.75%	1.00%
180 Days	0.95%	1.20%
270 Days	0.95%	1.20%
1 Year	1.15%	1.40%
2 Year	1.15%	1.40%

Personal Term Deposits[^]

Term	New Rate (p.a.) Effective 19 June 2020	Old Rate (p.a.)
120 Days	0.85%	1.10%
180 Days	1.05%	1.30%
270 Days	1.05%	1.30%
1 Year	1.15%	1.40%
2 Year	1.15%	1.40%

For information on our current interest rates, please see our [Adviser website](#).

Changes to Adviser Services operating hours

We will be changing the operating hours of the Adviser Services team to Monday-Friday 9:00am - 5:00pm AEST/AEDT effective from Monday 22 June 2020. If you need to reach us outside of these hours please email direct.adviser@ing.com.au and we will get back to you as soon as we can.

Need more information?

- Contact your ING representative
- Contact Adviser Services on 1300 656 226 Monday - Friday: 9:00am - 5:00pm AEST/AEDT 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

To learn more



Visit adviser.ing.com.au



Call 1300 656 226



Important Information:

Information and interest rates are current as at the date of this email and are 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, AFSL and Australian Credit Licence 229823.

^ING Business & Personal Term Deposits:

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

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

Maximum combined limits on Term Deposits - We may refuse an application for a term deposit where it would result in you exceeding the following limits:

- Personal Terms Deposits: The total combined balance of all Personal Term Deposit Accounts held by a

6/18/2020

person (individually or in joint names) cannot exceed \$5million.

- Business Term Deposits: The total combined balance of all Business Term Deposits as held by the Australian-resident business or trust cannot exceed \$10million.

The interest rates that apply to Business and Personal Term Deposits are the interest rates that are current on the date the term deposit is opened. Interest rate reduction will apply where you break the Term Deposit prior to the maturity date.

ING Bank (Australia) Limited
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