



## Season's Greetings from ING

After another challenging year, we would like to thank all our partners for your continued support during 2021. The ING team wish you and your family a safe and happy festive season and we look forward to working with you again in 2022.

### In this update

- Operating hours during the holiday period
- Current Interest Rates for ING Deposit and Savings Products

### Operating hours during the holiday period

#### Adviser Services

The Adviser Services Team's phone lines will be closed between the Christmas and New Year period. However should you require any urgent assistance, please email [direct.adviser@ing.com.au](mailto:direct.adviser@ing.com.au). This email will be checked daily over this period.

Please note the phone lines will reopen 4th January 2022 with reduced operating hours till 15th January 2022.

- Adviser Services - 1300 656 226, available between Monday - Friday 9:00am to 4:30pm (AEDT) or email [direct.adviser@ing.com.au](mailto:direct.adviser@ing.com.au)

## Current Interest Rates for ING Deposit and Savings Products

Business Optimiser <sup>^</sup>	
Rate name	Rate (p.a.)
Variable welcome rate <sup>+</sup>	1.00%
Standard variable rate <sup>++</sup>	0.10%

<sup>+</sup> For 6 months from account opening for eligible customers on balances up to \$1 million<sup>^</sup>.

<sup>++</sup> For existing customers and new customers to which the variable welcome rate does not apply.

Business & Personal Term Deposits <sup>^^</sup>		
Term	Business Term Deposit Rate (p.a.)	Personal Term Deposit Rate (p.a.)
90 Day	0.05%	0.05%
120 Day	0.07%	0.05%
180 Day	0.07%	0.07%
210 Day	0.10%	0.10%
270 Day	0.20%	0.18%
330 Day	0.22%	0.22%
1 Year	0.25%	0.22%

2 Year	0.30%	0.25%
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Savings Maximiser~	
Rate name	Rate (p.a.)
Highest variable rate*	1.35% (incl. 1.30% additional variable rate)
Standard variable rate	0.05%

\* This rate is the combination of the additional variable rate with the standard variable rate. Available on one account for balances up to \$100,000 for eligible customers only. In addition to the eligibility criteria, this one account will need to be nominated as the Savings Maximiser account to receive the highest variable interest rate. If the account is not the nominated account, then the standard variable interest rate will apply.

Savings Accelerator	
For account balances of	Rate (p.a.)
\$150,000 and more	0.65% variable
Between \$50,000 - \$149,999.99	0.35% variable
Between \$0.01 - \$49,999.99	0.05% variable

For information on our current interest rates, including the latest rates for ING Living Super deposit products please see our [Adviser website](#).



## 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](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)



Online help & support  
Visit [adviser.ing.com.au](http://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](http://ing.com.au/dreamstarter)

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#### 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](mailto:reply@eccoms.ing.com.au) with "Unsubscribe" in the subject line or call 1300 656 226.

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 and Target Market Determination available at [ing.com.au](http://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 1800 209 744 (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).

#### ^Business Optimiser:

Variable welcome rate applies for 6 months from the date the Business Optimiser is opened on balances up to \$1 million and is subject to change. At the end of the 6 month period, the rate that applies to your client's balance will be the Business Optimiser standard variable rate applicable at the time. The offer is applicable on the first Business Optimiser opened per entity and is for a limited time only.

#### ^^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 Term Deposits: The total combined balance of all Personal Term Deposit Accounts held by a 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.

### ~Savings Maximiser

Information and interest rates are current as at the date of publication and are subject to change.

The additional variable rate currently 1.30% p.a. (that is added to the Savings Maximiser standard variable rate) applies on one nominated Savings Maximiser per customer for the next calendar month when you also hold an Orange Everyday account and in the current calendar month you do the following:

- deposit at least \$1,000 from an external bank account to any personal ING account in your name (excluding Living Super and Orange One), and
- also make at least 5 card purchases<sup>^</sup> that are settled (and not at a 'pending status') using your ING debit or credit card (excluding ATM withdrawals, balance enquiries, cash advances and EFTPOS cash out only transactions)
- ensure that the balance of your nominated Savings Maximiser account at the end of the month (excluding interest) is higher than it was at the end of the previous month.

Each customer can nominate a maximum of one Savings Maximiser account (either single or joint) to receive the additional variable rate (where eligible). You can check and change your nominated Savings Maximiser account via online banking or by calling us on 133 464. If no nomination is made, the additional variable rate (where eligible) will be applied to an account nominated by ING at its sole discretion.

Any amounts above \$100,000 are subject to the Savings Maximiser standard variable rate applicable at the time. If you do not satisfy the conditions to receive the additional variable rate, the standard variable rate applies. ING can change or withdraw the additional variable rate at any time. The additional variable rate is not payable in conjunction with any other promotional rate.

<sup>^</sup>Card purchases includes in store credit or EFTPOS purchases, online purchases, regular card payments, payWave, Apple Pay, and Google Pay transactions made with an Orange Everyday Visa card, Orange One Low Rate or Orange One Rewards Platinum Visa card or Nil Interest Visa card provided with an eligible ING home loan. When using the phrase 'settled' card purchases in a calendar month, we mean that the purchases made on your card must be fully processed by the end of the last day of that month. Card purchases made in store or online this current calendar month which are at a 'pending status' and do not settle until the next calendar month do not count towards the 5 card purchases needed this current calendar month.

When determining if you are eligible under the offer, we also take into account the behaviour of any of your joint account holders or additional cardholders.

ING  
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