



Product Update



We will be updating our Living Super Product Disclosure Statement (PDS) on **1 July** as well as the following supporting documents:

[Living Super Product Disclosure Statement](#)

[Living Super Product Guide](#)

[Living Super Application for Advisers](#)

[Living Super defined Fees Guide](#)

[Living Super Financial Services Guide](#)

Application Form & Process

- From 1 July Living Super applications must be made on the [new Application Form](#). A 30 day grace period will apply and ING will accept old application forms where the form is signed before 1 July 2019 and received by 30 July 2019.
- Auto Cover opt out is now available under "Step 3: Employment and Insurance details (super accounts only)" on the Living Super Application form.
- The "Review Insurance details" section has been moved upfront and before application submission. This allows the customer to view what cover amount is available and their premium rate details.
- Disclaimer has been updated to state that a pre-existing condition (PEC) exclusion applies on the online application and refers customers to the Product Guide to view the full PEC exclusion definition.

Insurance

Summary of the key amendments based on recommendations from MetLife and the Trustee:

- Detail is provided on the PEC exclusions for Automatic Cover insurance in the PDS with references to the full details in the Product Guide.
- Information on PEC exclusions have been added to the website under the "Important Information" disclaimer link under "Insurance made simple" which then refers customers to the PDS and Product Guide.
- Updated disclosure on high risk occupations which may be excluded under the 'Important Information' and "Insurance made simple" disclaimer sections.
- Updated "Insurance FAQ" on PEC exclusions for Automatic Cover insurance. The insurance quote tool is now part of the "Insurance made simple" section.

Protecting Your Super (PYS)

- Summary of key changes arising from PYS on the PDS & Product Guide. More details on Auto Cover insurance cessation date, opt-in and reinstatement.

- Information on the 3% p.a. fee caps on accounts with less than \$6000 and the banning of exit fees.
- Clarity around inactive low balance accounts that will be transferred to the ATO.

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
- 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



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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 (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.

ING Living Super (which is part of the ING Superannuation Fund ABN 13 355 603 448 (Fund)) is issued by Diversa Trustees Limited ABN 49 006 421 638, AFSL 235153, RSE L0000635. ING is the Promoter of the Fund. The insurance cover offered by the Fund is provided by MetLife Insurance Limited ABN 75 004 274 882 AFSL 238096.

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