



Adviser Update



Season's Greetings from ING

We would like to thank you for your support in 2019. It has been a very busy year and it's great to see our relationships with our business partners, and customers continue to thrive.

We wish you and your family a safe and happy holiday season and we look forward to working with you in 2020.

Operating hours during the holiday period

Adviser Services and Investor Solutions

The Adviser Services and Investor Solutions teams will continue to operate (with a smaller team) between the Christmas and New Year period and are happy to help should you require any assistance. Please note the following with the exception of public holidays:

- Adviser Services - 1300 656 226, available between Monday - Friday 9:00am to 4:30pm (AEST/AEDT) or email direct.adviser@ing.com.au
- Investor Solutions - 1800 209 744, available between Monday - Friday 9:00am to 4:30pm (AEST/AEDT) or email miiddlemarket@ing.com.au

Need more information?

- Contact your ING representative
- Contact Adviser Services on 1300 656 226 Monday - Friday: 9:00am - 4:30pm 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



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 Adviser 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 - 4:30pm 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. 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).

Apple Pay and Google Pay

Apple, the Apple App Store, Apple Pay and iPhone are trademarks of Apple Inc., registered in the U.S. and other countries. Android, Google Pay and Google Play are trademarks of Google LLC.

ING Bank (Australia) Limited
60 Margaret Street, Sydney, NSW, 2000, AU