

I want a
simple way
to save



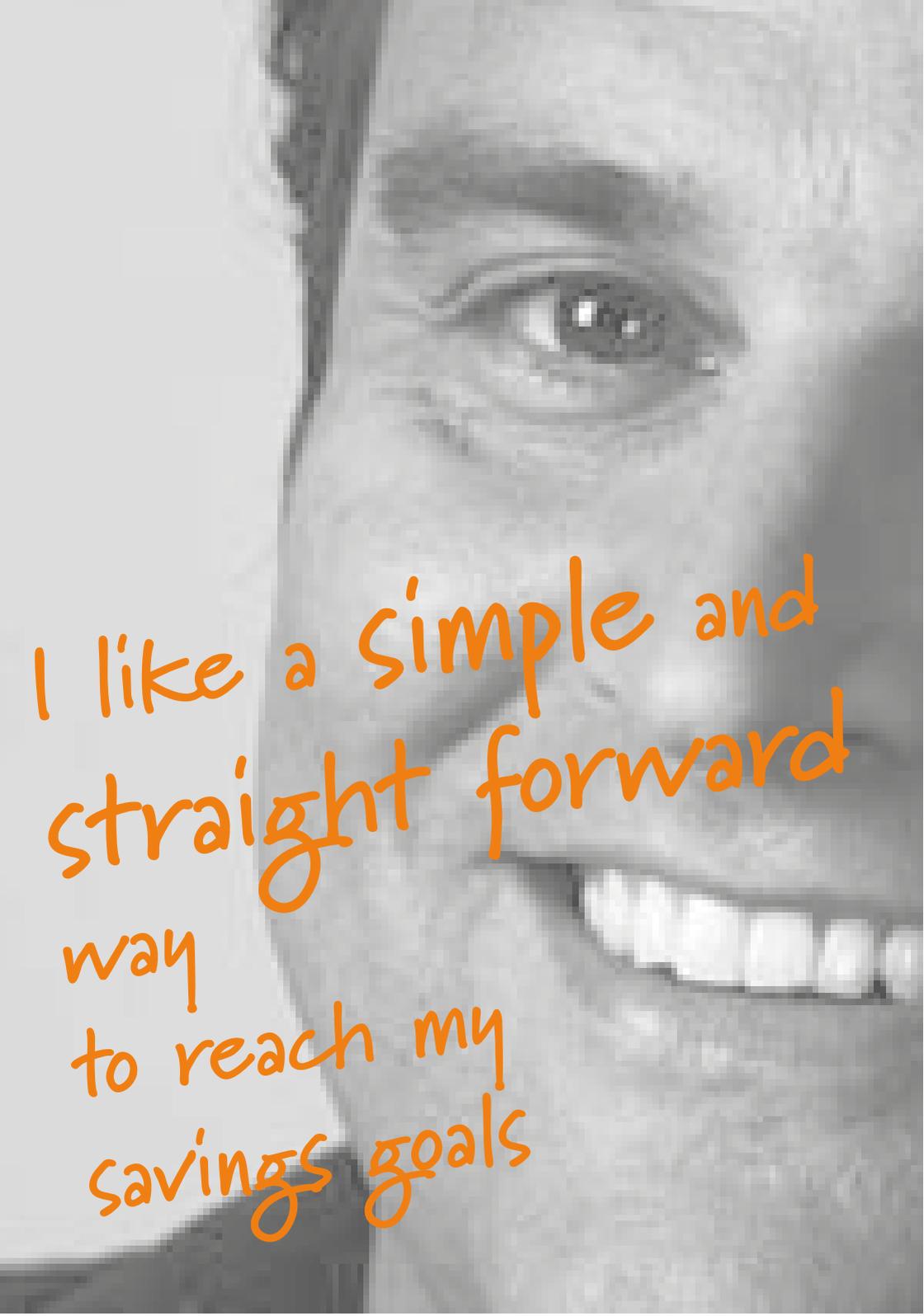
Savings Maximiser

Information Brochure

Date: 1 February 2012

ING  **DIRECT**

It's your money



I like a simple and
straight forward
way
to reach my
savings goals

Who is ING DIRECT?

As our name suggests, we deal with you direct – in our case, online and by phone. We have no branch network, which makes it easier to offer you great deals and high performance products like the Savings Maximiser.



What's the ING DIRECT story?

ING DIRECT has been operating in Australia since 1999. Back then we revolutionised the Australian savings market by offering the first online, fee free accounts that paid high interest. ING DIRECT has since introduced term deposits, an everyday transaction account and mortgages to our product suite, and we are constantly growing to meet more consumer daily banking needs. Today we have over 1.3 million customers and are the largest retail bank in Australia outside of the 4 major banks.

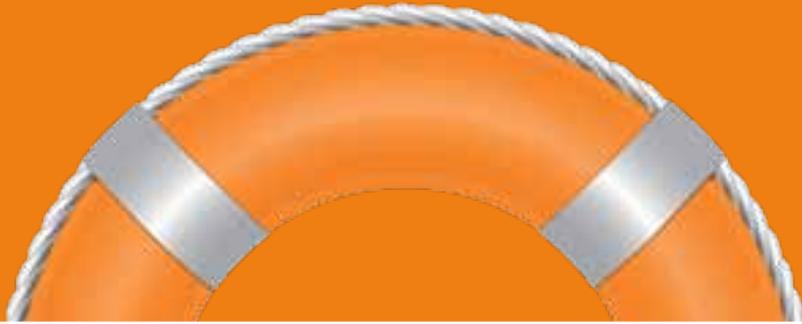
While we operate as an Australian business, we're also part of the ING Group, so you have the security of dealing with one of the world's largest financial institutions. The ING Group offers banking, insurance and asset management to more than 85 million clients in over 50 countries.



How secure is it?

Like every bank in Australia, ING DIRECT is regulated by the Australian Prudential Regulation Authority. What's more, combined balances up to \$250,000 per customer are guaranteed by the Australian Government.

Rest assured, the money you save with us is securely managed and invested under strict conditions. We're just as strict with your privacy, which we're committed to protecting at all times.



What are the benefits?

The ING DIRECT Savings Maximiser gives you an easy way to save. You earn a high variable interest rate on your entire balance with:

- ✓ No ING DIRECT fees or charges ever
- ✓ No minimum balance
- ✓ No fixed term
- ✓ Easy access to your account via online, mobile or phone banking
- ✓ No limit on withdrawals
- ✓ Interest calculated daily and paid monthly
- ✓ Security for your savings
- ✓ 24 hour, 7 day customer service



No ING DIRECT fees

Save even more. There are no ING DIRECT fees or charges so interest earned is all yours (subject to any applicable withholding tax and government charges).



No need to change banks

Simply link your Savings Maximiser to your ING DIRECT Orange Everyday or an existing account you have with an Australian financial institution. Either way, this is called your linked bank account.

Note: for more information on Orange Everyday (the account with no ING DIRECT everyday fees!) please visit ingdirect.com.au.



No hassles

The Savings Maximiser is simple to use. Just move money from your linked bank account into your Savings Maximiser via the internet, mobile banking or by calling us. If linked to an Orange Everyday the transaction will happen straight away. Earn high variable interest, then move it back any time.

You can also have your salary deposited directly into your Savings Maximiser and simply transfer the money you need for your day to day expenses to your linked bank account. It's that straight forward.



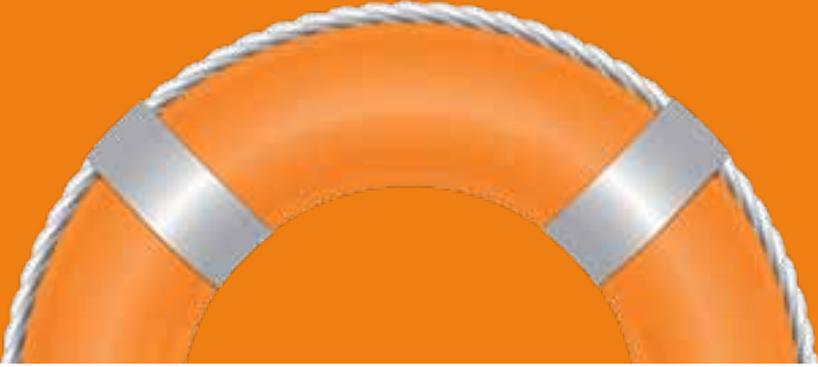
No fixed term

A high interest rate doesn't mean you have to lock your money away for a fixed term. Deposit or transfer any amount you like, whenever you like. Access your account 24 hours a day, 7 days a week.



No minimum deposits or balances

Open your Savings Maximiser with any amount you choose, and there's no need to keep a minimum balance.



What do I have to provide when I apply?

When completing your Savings Maximiser application you need to provide:

- your full name
- Australian residential address
- Australian telephone number
- mother's maiden name (mother's original surname)
- date of birth (applicants must be 13 years of age or older)
- details of the bank account you wish to link to your Savings Maximiser
- tax file number or exemption (optional)
- any other details requested by us, including information to verify your identity.

You must be an Australian resident for taxation purposes and your Savings Maximiser needs to be in a personal name(s) i.e. not a company, trust, superannuation fund or deceased estate.



Your Details

Before we can open your account, we're obliged to verify both your identity (and the identity of any joint account holder), and the details of your linked bank account. The easiest way to do this is to apply online.

If we can successfully verify your details electronically when you apply, your Savings Maximiser will be opened immediately.

If other verification is necessary, we'll let you know what to do as part of the application process.



Your linked bank account details

Your Savings Maximiser must be linked to an Orange Everyday or an external bank account held with an Australian financial institution. The linked bank account must be a personal account and in the same name(s) as your Savings Maximiser.

Please note: If you are opening your Savings Maximiser in joint names, the linked bank account must also be a joint account held in the same names.



How to make your opening deposit

You can make your opening deposit by:

- completing a direct deposit (of any amount) from your nominated linked bank account to your Savings Maximiser using the ING DIRECT BSB Number (923-100) and your new Savings Maximiser Number (not your Client Number); or
- making an initial deposit by a cheque drawn from the linked bank account, and made payable to the account holder(s) or ING DIRECT.

If applying with a paper application, you can also elect to electronically transfer your opening deposit. You'll need to complete and authorise the Direct Debit Request section in the application if linking to an external bank account.

Please note: Only deposits in Australian dollars are accepted.

and what about...?



Frequently Asked Questions

How can I apply for a Savings Maximiser?

You can apply online at **ingdirect.com.au** by clicking on 'Savings Maximiser' and selecting 'Apply Online Now', or fill out a paper application form and post it to us.

Do I have to change banks?

No. Your Savings Maximiser can be linked to an external bank account. Or link it to an ING DIRECT Orange Everyday (please note, you must 18 years of age or older to open an Orange Everyday).

Can I set up a joint Savings Maximiser?

Yes. Simply enter the BSB and account number of your linked joint bank account, plus details of both account holders in the application. Your linked bank account must be held in the same names as your joint Savings Maximiser.

How is the interest on my Savings Maximiser calculated?

Your interest is calculated daily on the closing balance and credited to your Savings Maximiser at the end of each month, so you earn interest on your interest.

How will I know when my Savings Maximiser is active?

You will receive a Starter Pack with details on how to use your Savings Maximiser 5-7 business days after your Savings Maximiser has been opened. Once we accept your opening deposit, your account will be activated and you'll be able to start transacting.

Can I change my linked bank account?

Simply log in to Online Banking at our website, click on 'My Account Details' and 'Linked Bank Account', or call us with your new bank account details.

Can I set up a savings plan?

Yes. You can set up an Automatic Savings Plan (ASP) when you apply for your Savings Maximiser. Simply request to have a set amount transferred to your Savings Maximiser weekly, fortnightly or monthly from your nominated linked bank account. You will also need to complete the Direct Debit Request in the application form if linking to an external account.

You can also set up an ASP after you have opened and activated your account by logging on to Online Banking or calling us.

For your ASP to work smoothly it's important to ensure there are available funds in your linked bank account when the automatic transactions are scheduled.

How do I deposit money if you don't have any branches?

You will be able to deposit money into your Savings Maximiser by:

- visiting the 'Online Banking' section of our website, or
- calling our 'Phone Banking' service

and authorising a transfer of funds. You will need to complete a Direct Debit Request if linking to an external account.

Or you can make deposits by cheque through the mail, where the cheques are made payable to the account holder(s) or to ING DIRECT. You can also arrange to have your salary or other income, such as dividends, tax refunds or rental income, directly deposited to your Savings Maximiser (just supply your Savings Maximiser Number and BSB 923-100).

Can I link more than one bank account to my Savings Maximiser?

You can nominate one linked bank account to transfer funds from and to as often as you like for each Savings Maximiser. In addition, once your account is active you can open an ING DIRECT Personal Term Deposit or Savings Accelerator which can be linked to your Savings Maximiser. Call us any time to find out how.

How do I withdraw money?

Simply log in to online or mobile banking or call our phone banking service and authorise a transfer to your linked bank account. In most cases, if you contact us before the cut off time on any business day, your funds should be available the next business day. Check out the FAQ section of our website for current clearance times.



Can I have my salary deposited into my Savings Maximiser?

Yes. Salary, dividends, tax refunds and rental income can be deposited directly into your Savings Maximiser. Simply provide the ING DIRECT BSB Number (923-100) and your Savings Maximiser Number to the person making the deposit.

How often will I get a statement?

We will provide you with a detailed statement every six months. You have the option of either viewing an online statement or receiving it in the mail. You can also visit our website or phone us at any time to confirm previous transactions and your current balance.

Can I have more than one Savings Maximiser?

Yes. Open as many as nine at any given time and give each one a different name if you're saving towards different goals.

Is my money being invested overseas?

Your savings are securely managed and invested in Australia under strict conditions. Like all banks in Australia, ING DIRECT is regulated by the Australian Prudential Regulation Authority.

Can I get a cheque account with ING DIRECT?

The Savings Maximiser has been specifically designed as a savings tool, to work with your Orange Everyday or external bank account, so there is no cheque facility.

How do I contact you?

Simply call one of our Direct Associates on **1800 502 192**, 24 hours a day, 7 days a week.
Or visit **ingdirect.com.au**

Important Information

Information is current as at 1 February 2012 and is subject to change. Combined balances up to \$250,000 per customer will be guaranteed by the Australian Government. Any advice provided in this brochure does not take into account your objectives, financial situation or needs and you should consider whether it is appropriate for you. Before making any decision in relation to our deposit products you should read the relevant Terms and Conditions booklet, available at ingdirect.com.au or by calling 1800 502 192. If you have a complaint, please call us at any time as we have procedures in place to help resolve any issues you may have. Deposit products are issued by ING DIRECT, a division of ING Bank (Australia) Limited ABN 24 000 893 292.





Visit our website at
ingdirect.com.au



Type ingdirect.com.au
into your mobile browser



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Telephone 1800 502 192
24 hours a day, 7 days a week



ING DIRECT is a division of
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