

# Notice to

# Personal Term Deposit

# customers

## Important changes to your Personal Term Deposits Terms and Conditions dated 2 June 2023

### What's happening?

We're making some changes to the terms and conditions that relate to your Personal Term Deposit.

#### **Personal Term Deposits Terms and Conditions**

Effective 9 November 2023, we're making changes to the Personal Term Deposits Terms and Conditions to:

- clarify the circumstances in which we may stop you from opening or transacting on your Personal Term Deposit if you give us incorrect or misleading information; and
- make some clarifications on certain terms as outlined below.

### Summary of changes

Refer to the following table for details on the changes to the **Personal Term Deposits Terms and Conditions** that are effective from 9 November 2023:

Change summary	Change details
We're clarifying that we do not have to allow you to open or transact on your Personal Term Deposit if the information you give us is incorrect or misleading, or has changed since we received it such that doing so would affect our legitimate business interests or pose a regulatory risk to us.	In the <b>'When do we not have to open or allow you to transact on your Personal Term Deposit?'</b> section on page 14, we're amending the second bullet point to read as follows:  "any information you give us (or information we have about you) is incorrect, misleading or has changed since we received it, such that we determine (acting reasonably) that doing so would affect our legitimate business interests or pose a regulatory risk to us."
We're clarifying where information about government charges that may be associated with your Personal Term Deposit can be found.	In the <b>'Government Charges'</b> section on page 32, we're amending the section to read as follows:  "Any Government charges will be debited from your Personal Term Deposit. For details of any current government charges that may apply, visit <a href="http://ing.com.au">ing.com.au</a> ."

All other terms of the Personal Term Deposits Terms and Conditions remain unchanged.

### Where to get a copy

The updated Personal Term Deposits Terms and Conditions will be available at [ing.com.au](http://ing.com.au) from 9 November 2023. The current version of this document is available until this date.



Time to read

the fine print

Personal Term Deposits  
Terms and Conditions

2 June 2023



do your thing

# Do I really need to read this?

Where to keep your hard earned money safe from temptation isn't a snap decision - so grab a cuppa, put your feet up and once you've gone through this booklet keep it somewhere safe so you can refer back to it later.



# Contents

<b>1. It's nice to feel welcome</b>	<b>5</b>
<b>A snapshot view of an ING Personal Term Deposit</b>	<b>5</b>
■ About this booklet	5
■ Features at a glance	6
■ Explaining words in plain English	8
<b>2. Open sesame!</b>	<b>11</b>
<b>What's involved in opening a Personal Term Deposit</b>	<b>11</b>
■ Eligibility	11
■ Applying	13
■ Verifying	13
■ Account opens and is activated	15
<b>3. It's all adding up</b>	<b>16</b>
<b>Interest</b>	<b>16</b>
■ How we calculate interest	17
■ Tax implications, Tax File Number/Australian Business Number and Withholding Tax	19
<b>4. Money in, money out</b>	<b>20</b>
<b>Operating a Personal Term Deposit</b>	<b>20</b>
■ Making deposits	21
■ Making withdrawals	22
■ Maturity and reinvestment	24
■ Grace period	26
■ Statement of account	27
■ The nitty gritty of using an Interactive Service	27
■ Your security and Codes	29
<b>5. No bank fees, no worries</b>	<b>32</b>
<b>Fees and charges</b>	<b>32</b>
<b>6. Who's responsible?</b>	<b>33</b>
<b>Who's liable for unauthorised transactions</b>	<b>33</b>
■ When you're not liable	33
■ When you'll have limited liability	34
■ When you'll be liable	34
■ Warning: Account Aggregation Service	35
■ Liability for unreasonably delaying notification	35
■ Liability caused by equipment malfunctions	35
■ Mistaken internet payments	36



<b>7. Putting the brakes on</b>	<b>40</b>
<b>Placing a stop or freeze on your Personal Term Deposit and/or closing it</b>	<b>40</b>
■ We may place a stop or freeze on your Personal Term Deposit (or delay certain transactions)	40
■ How your Personal Term Deposit may be closed	42
■ Misuse of promotions	44
■ Anti-Money Laundering and Counter-Terrorism Financing	44
<b>8. Things change</b>	<b>45</b>
<b>Changes to conditions</b>	<b>45</b>
■ We may change these conditions	45
■ We'll give you notice of any changes	46
■ Change of name and address	46
■ Change of Foreign Tax Residency Status	47
■ Notices and return mail	47
■ Change of linked bank account	48
<b>9. This is no time for decaf</b>	<b>49</b>
<b>Other important banking information</b>	<b>49</b>
■ When we may act	49
■ The Banking Code of Practice	49
■ The ePayments Code	49
■ Privacy and confidentiality	50
■ Australian Financial Services Licensees	50
■ Financial Claims Scheme	50
<b>10. Do not disturb</b>	<b>51</b>
<b>Privacy Statement</b>	<b>51</b>
<b>11. R.E.S.P.E.C.T</b>	<b>56</b>
<b>We welcome feedback, and resolving concerns</b>	<b>56</b>
■ What to do if you have a concern	56
■ Who else to contact	57
<b>12. It's all there in black and white (and orange)</b>	<b>58</b>
<b>Direct Debit Request Service Agreement</b>	<b>58</b>



# 1. It's nice to feel welcome

## A snapshot view of an ING Personal Term Deposit

- About this booklet
- Features at a glance
- Explaining words in plain English

Thank you for considering an ING Personal Term Deposit.

Before you decide whether an ING Personal Term Deposit will meet your needs, please read this Terms and Conditions booklet carefully. It gives you helpful information such as the key features and the Terms and Conditions that apply to ING Personal Term Deposits.

Some words used in this booklet have special meanings. To make it easier to read, take some time to go through the "Explaining words in plain English" on pages 8 to 10.

If you decide to open an ING Personal Term Deposit, please keep this booklet for future reference.

For more information visit [ing.com.au](https://ing.com.au) or call us on 133 464.

The information in this Terms and Conditions booklet is up to date as at 2 June 2023.



## Personal Term Deposit features at a glance

### Significant benefits

- one fixed interest rate from the time we accept your deposit to the maturity date
- no ING fees or charges ever (fees and charges may apply to your linked bank account)
- protected from falling interest rates during the term
- 24 hour, 7 day access to your account

### Significant risks

- no access to increases in interest rates during the term
- you cannot deposit additional funds during the term
- you must give us at least 31 days' prior notice for early termination (except in the case of hardship). A reduced rate of interest will apply in these circumstances.

### Fees and charges

- no ING fees or charges ever

### Interest rates

- current interest rates available on our website or on request

### Calculation and payment of interest

- for terms of one year or less, the interest is credited to the account on the day prior to the maturity date and is available on the maturity date
- for terms of greater than one year, the interest is credited on the Anniversary Date and on the day prior to the maturity date, as applicable. It is then available on the maturity date

### Maturity options

- renew your principal only
- renew your principal and interest
- transfer all of your deposit to your linked bank account

If renewing, you can choose the same term, a different term or a specific maturity date. You may also deposit additional money at this time.

We will act in accordance with your maturity instructions on the maturity date of your Personal Term Deposit.

### Grace period

- All Personal Term Deposits that roll over benefit from a 'grace period' of 7 calendar days, starting from the maturity date.
- During this time, you can contact us to close your Personal Term Deposit without incurring a reduction in the interest rate that applies to your account. You can also change the amount of funds in your new account and/or change the term of your Personal Term Deposit during this time.



<b>Statement of account</b>	<ul style="list-style-type: none"> <li>▪ issued every six months</li> </ul>
<b>Significant account conditions</b>	<ul style="list-style-type: none"> <li>▪ each individual Personal Term Deposit account requires a minimum balance of \$10,000</li> <li>▪ we may not accept a deposit to your Personal Term Deposit if it would result in the combined deposits of all your Personal Term Deposit(s) (whether in individual or joint names) exceeding \$5,000,000</li> <li>▪ for accounts opened before 20 June 2022, account holders must be 13 years or older</li> <li>▪ for accounts opened from 20 June 2022, account holders must be 18 years or older</li> <li>▪ an ING Personal Term Deposit may only be opened in a personal name</li> <li>▪ no more than two joint account holders</li> <li>▪ only available if you are Australian resident(s) for taxation purposes with an Australian residential address and have provided ING with all of the information we require to determine your Foreign Tax Residency Status</li> <li>▪ we do not permit partial withdrawals</li> <li>▪ your account must be linked to no more than one linked bank account</li> <li>▪ your linked bank account must be kept open while linked to your Personal Term Deposit</li> <li>▪ if your linked bank account is closed, we may place a stop on, or close your Personal Term Deposit</li> <li>▪ you can only have up to 9 Personal Term Deposit accounts open at any given time</li> </ul>
<b>Taxation implications</b>	<ul style="list-style-type: none"> <li>▪ if your Tax File Number or any applicable exemption is not provided, we may deduct tax at the highest marginal rate, plus the Medicare levy from interest earned on your Personal Term Deposit</li> </ul>





## Explaining words in plain English

**Access Code** the password you use to access your Personal Term Deposit via an Interactive Service and includes your Temporary Access Code.

**account** your ING Personal Term Deposit.

**Anniversary Date** the date 365 days from the date you opened your account (inclusive of the date of opening). This is applicable for terms of 1 year or more.

**Anti-Money Laundering and Counter-Terrorism Financing Laws** means the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (Cth) and Anti-Money Laundering and Counter-Terrorism Financing Rules Instrument 2007 (No. 1) (Cth) and any other legislation, regulations or rules that apply to us in respect of anti-money laundering and counter-terrorism financing.

**attorney** a person authorised under a power of attorney, or guardianship or administration order issued by a court or tribunal, able to act on your behalf in respect of financial matters.

**business day** a week day except a national public holiday.

**Client Number** the number we give you to use with your Access Code when accessing an Interactive Service. We generally only allocate one Client Number, regardless of the number of accounts you hold with ING.

**closing balance** the amount in your account on the maturity date or the early termination date, as applicable, including any interest credited to your account.

**Code** your Access Code, any passcode you use to authenticate a transaction on your account, and any additional security code we provide you to conduct certain transactions (including a one-time password provided by SMS to your registered Australian mobile number) as a result of our enhanced security measures.

**Code Security Requirements** the code security requirements described under “Keeping your Codes secret” on page 30.

**daily balance** the balance of your Personal Term Deposit at the end of each day of the term.

**Customer Care Specialist** an ING customer service representative.

**Direct Debit Request** your personal authorisation to withdraw funds from an external bank account and to credit them to your ING account(s).

**early termination date** the date your account is closed, if prior to the maturity date.

**EFT institution's equipment** means any electronic equipment, electronic system, communications system or software controlled or provided by, or on behalf of, an institution that subscribes to the ePayments Code to facilitate electronic funds transfers. That is, funds transfers initiated through electronic equipment in relation to which a code, customer identifier, card or other device or component must be used.

**eligible ING account** can be a Savings Maximiser, Savings Accelerator, Orange Everyday or another personal ING account held in the same name(s) as the Personal Term Deposit that is approved by ING to be linked to the Personal Term Deposit.

**enhanced security measure** is any additional security measure that we may register you for or require you to register for and use when transacting on your account(s). This may include a method that



requires additional means of authentication including but not limited to the use of an additional security code.

**ePayments Code** the ePayments Code issued by the Australian Securities and Investments Commission (as amended from time to time).

**external bank account** an account you have with another Australian financial institution which you or your attorney nominate to use with your Personal Term Deposit. This account needs to be acceptable to us and in the same name(s) as your Personal Term Deposit (maximum of two names).

**Foreign Tax Residency Status** means your status as a resident of a foreign country for tax purposes, in light of ING's obligations under:

- a) the global standard for the collection, reporting and exchange of financial account information of foreign tax residents; and
- b) the withholding tax and reporting regime in relation to tax residents of the United States of America, known as Foreign Account Tax Compliance Act imposed by the United States Hiring Incentives to Restore Employment Act 2010,

which is incorporated into Australian law in Schedule 1 of the Taxation Administration Act 1953 (Cth).

**Identifier** information that you must provide to perform a transaction on your account that is not required to be kept secret, such as your account number.

**ING** means ING Bank (Australia) Limited (ABN 24 000 893 292) (Australian Financial Services Licence and Australian Credit Licence 229823).

**Interactive Service** any service where you can access your accounts electronically using a secret code, such as an Access Code and/or your Identifiers. It includes our interactive phone service, mobile banking and the ING website.

**linked bank account** is an eligible ING account or an external bank account linked to your Personal Term Deposit.

**maturity date** is the Business Day following the last day of the term of your Personal Term Deposit when we close or renew your account, as applicable.

**mistaken internet payment** a payment made by a user through a pay anyone banking facility and processed by a financial institution where funds are paid into the account of an unintended recipient because the user enters or selects a BSB, account number and/or PayID that does not belong to the named and/or intended recipient as a result of:

- a) the users error; or
- b) the user being advised of the wrong BSB, account number and/or PayID.

Note: A mistaken internet payment may be made when a user enters the wrong account details and/or PayID, or a user is given incorrect information by the intended recipient. A mistaken internet payment is not a payment that is made when a user makes a payment as a result of a scam (you must not tell anyone your Codes).

**Personal Term Deposit** an ING Personal Term Deposit opened by an individual under these terms and conditions.

**Politically Exposed Person** has the meaning given to that term in the Anti-Money Laundering and Counter-Terrorism Financing Rules Instrument 2007 (No. 1) (Cth).

**principal** the opening deposit of your account.



**standard term** any term offered by ING, other than where you select your own maturity date.

**Temporary Access Code** the initial Access Code we give you to access your account using an Interactive Service until you select another Access Code.

**Unauthorised Transactions** any transaction on your account, that's not authorised by you. It does not include any transaction that is performed by you, or by anyone else, with your knowledge and consent.

**us, our and we** means ING.

**Welcome Letter** the letter we send to you once we open your account. It confirms your Client Number, account number, initial deposit, interest rate, the commencement and maturity dates, and maturity instructions.

**you, your** is the person who opens an account, whether on your own or jointly, or an attorney acting on your behalf.



## 2. Open sesame!

### What's involved in opening a Personal Term Deposit?

- **Eligibility** - this is the first thing you should check as you need to make sure you're eligible to open a Personal Term Deposit
- **Applying** - you can then complete an online or paper application or talk with one of our Customer Care Specialists over the phone and we'll let you know what you need to do
- **Verifying** - we then verify your identity and your linked bank account
- **Account opens and is activated** - we give you the details of your new Personal Term Deposit

We've tried to make the whole application process as simple and straightforward as possible. So once you've read these Terms and Conditions and decided a Personal Term Deposit is right for you, please make sure you provide all the details we need for your application.

If you're not sure of anything, don't hesitate to speak with one of our Customer Care Specialists or get more information from our website. We're here to help.

### Requirements for opening an account

#### ■ Am I eligible to apply?

Yes! As long as:

- the Personal Term Deposit is in a personal name, or names, and isn't opened or operated on behalf of a deceased estate, nor for business, trade, superannuation or trustee purposes (check out our website for our business products);
- you're Australian resident(s) for taxation purposes with an Australian residential address and you have provided ING with all of the information we require to determine your Foreign Tax Residency Status; and
- for accounts opened:
  - before 20 June 2022, you're 13 years or older, or
  - from 20 June 2022, you're 18 years or older.

#### ■ Who can open and operate a Personal Term Deposit?

Personal Term Deposits can be opened and operated in one or two names.



## **Personal Term Deposits opened and/or operated by attorneys**

If you've authorised your attorney to open and/or operate Personal Term Deposits they need to complete a paper application as additional documentation will be required, including:

- our Power of Attorney Details Form, completed and signed; and
  - the original or certified copies of any documents concerning the appointment of your attorney and their identity.
- the attorney must also be authorised to operate your linked bank account.
  - your attorney must comply with the conditions of your Personal Term Deposit.
  - you also need to tell us as soon as you revoke your power of attorney.

Attorneys are only able to operate on the account by calling a Customer Care Specialist and answering key identity questions or by submitting a written request.

### **■ What about my adviser?**

You can nominate an adviser, by completing the appropriate documentation to either:

- a. view your Personal Term Deposit details. This authority does not allow the adviser to make a transaction or update your personal details; or
- b. transact on your Personal Term Deposit. If you nominate an adviser to transact on your account, depending on the level of authority you give them, the adviser may be able to provide instructions to us on your behalf relating to opening new accounts, depositing funds into or withdrawing funds from your account, account maintenance, updating your personal details and/or closing your account (any funds will be transferred to your linked bank account). By appointing an adviser to transact on your Personal Term Deposit, they will automatically be able to view your Personal Term Deposit details.

Your nominated adviser may receive commission from us.

### **■ I need a linked account – what does that mean?**

Your linked bank account is an eligible ING account or an account you have with another Australian financial institution (external bank account), which you or your attorney nominate to link to your Personal Term Deposit.

It is the account:

- from which we will transfer money, if instructed, to make a deposit to open or add funds when renewing your Personal Term Deposit; and
- to which we will transfer money, if instructed, to withdraw



money from your Personal Term Deposit at the maturity date (or the early termination date), in accordance with these conditions.

It must be held in Australia and in the same name(s) as your Personal Term Deposit (maximum two names).

Your linked account must be kept open while it is linked to your Personal Term Deposit. You must notify us if your linked bank account is transferred, closed or any account details change.

Only one bank account can be linked to each of your Personal Term Deposits at any one time (you can have up to nine Personal Term Deposits open at any one time).

## ■ What do I have to provide when I apply?

**You need to provide your:**

- full name;
- Australian residential address;
- Australian phone number;
- mother's maiden name (mother's original surname/family name);
- date of birth;
- details of the bank account you wish to link to your Personal Term Deposit;
- details of your opening deposit;
- information that we require in order to determine your Foreign Tax Residency Status; and
- any other details requested by us, including documents and information to verify your identity and source of funds.

## ■ What does verification mean?

We cannot open or allow you to transact on your Personal Term Deposit until we've verified your identity and linked bank account.

For joint accounts, both account holders need to be verified. Attorneys also need to be verified.

Sometimes we may be required to obtain additional information from you, such as the source or origin of funds in your Personal Term Deposit, or how you plan to use the Personal Term Deposit.

We may use a third party provider to verify some or all of this information at anytime. If you don't provide any information we require within the acceptable time frame, we may need to place a stop on your account.



## ■ **When do we not have to open or allow you to transact on your Personal Term Deposit?**

We do not have to open or allow you to transact on your Personal Term Deposit if:

- any information you give us (or information we have about you) is incorrect, misleading or has changed since we received it;
- where you have already provided us information (or we already have information about you), in our opinion, your circumstances or affairs have changed adversely in respect of your ability to perform your obligations under these Terms and Conditions;
- we reasonably form the view that you are 'high risk' given our obligations under Anti-Money Laundering and Counter-Terrorism Financing Laws having regard to the risks in providing our services to you (for example risks posed by your Foreign Tax Residency Status (including where you don't provide us with information we request regarding your Foreign Tax Residency Status); your sources of funds and wealth; your business or employment; the country/ies in which you reside; the services we provide to you and the method through which you access those services; and/or your status as a Politically Exposed Person); or
- you have not provided us with all of the information we require to determine your Foreign Tax Residency Status.

## ■ **Foreign Tax Residency Status**

We are required by law to collect certain information about you in order to determine your Foreign Tax Residency Status and, where required, report that information, as well as information about any account you hold, to the Australian Taxation Office. The Australian Taxation Office is required to exchange that information with equivalent foreign country tax authorities in accordance with the Australian Government's international obligations.

In order to determine your Foreign Tax Residency Status, we may need to obtain additional information from you, including documentation and certifications. If you don't provide any information we reasonably request by the time we require it, we may seek the information from a third party or place a stop on your Personal Term Deposit.

Any determination made by ING regarding your Foreign Tax Residency Status does not constitute tax advice.



## ■ Account opens and is activated

Once your identity has been verified and we have requested the funds for your opening deposit from your linked bank account, your Personal Term Deposit will be opened. Your account will be activated once the funds for your opening deposit have cleared. We'll let you know when that has happened.





## 3. It's all adding up

### Interest

- **How we calculate interest**
- **Tax implications, Tax File Number/Australian Personal Number and Withholding Tax**

Interest can sometimes seem tricky but we've tried to make it as simple as possible. If you have any questions, don't hesitate to call for more information.

### Interest

The interest rate that applies to the Personal Term Deposit is the interest rate that is current on the date the Personal Term Deposit is opened (or renewed for the same term, a different term or to a maturity date selected by you). Interest rates may vary according to the length of the term. Information about the current interest rates for Personal Term Deposits is available on our website or by calling us on 133 464. The interest rate applying to your Personal Term Deposit will be shown in the Welcome Letter we send you when we open your account and will also be set out in your statement of account.

Sometimes we may offer a special promotional interest rate or bonus interest. The rates, duration and any other terms and conditions of the promotion will be provided separately to these Terms and Conditions – you can get information about any current promotional interest or bonus interest by visiting our website or calling us on 133 464.

If you're eligible for the promotional interest rate or bonus interest, the appropriate interest payments will be shown in your statement of account.

Access to any special promotional interest rate or bonus interest is subject to meeting eligibility requirements. Any bonus, credit or rebate offer may be withdrawn by us at any time for any reason. We'll let you know if we do this.



## How we calculate interest

### ■ Terms of one year or less

Interest begins to accrue on the day the opening deposit is made to the account.

Interest is calculated daily, on each daily balance during the term, by using the interest rate applied on the day we open your account to the amount of your deposit on that date, using the following formula.

$$\frac{\text{Daily balance} \times \text{interest rate (as a percentage)}}{365}$$

If you do not close your account during the term, the interest rate that applies to your Personal Term Deposit will be the interest rate applied on the day we open your account.

Interest is credited to the Personal Term Deposit on the day prior to the maturity date. On the maturity date, you are able to access the total funds in your Personal Term Deposit, including any interest credited to the account.

### ■ Terms of more than one year

Interest begins to accrue on the day the opening deposit is made to the account.

Interest is calculated daily, on each daily balance during the term, by using the interest rate that applied on the day we opened your account, using the following formula.

$$\frac{\text{Daily balance} \times \text{interest rate (as a percentage)}}{365}$$

If you do not close your account during the term, the accrued interest is credited to your account on the Anniversary Date and on the day prior to the maturity date. If interest is paid on the Anniversary Date, interest for the next year of your Personal Term Deposit is calculated upon the new amount of your Personal Term Deposit (for example, for a two year Personal Term Deposit, interest paid during the second year is based on your opening deposit plus the first year interest payment).

You are able to access the total funds in your Personal Term Deposit, including any interest credited to the account, on the maturity date.



## ■ Early termination

If your Personal Term Deposit is closed during the term, interest will be calculated on the number of full days the account was open. The interest rate applied to your Personal Term Deposit will be the interest rate on the day we open your account, less an interest rate reduction based on the percentage of the term elapsed at the early termination date as specified below:

Percentage of the term elapsed at the early termination date	Interest rate reduction (expressed as a percentage of your Personal Term Deposit interest rate)
0% to less than 20%	90%
20% to less than 40%	80%
40% to less than 60%	60%
60% to less than 80%	40%
80% to less than 100%	20%

The interest will be paid on the early termination date.

Note: You may not make a partial withdrawal during the term (see “Making withdrawals” on page 22).

*The following example is for illustrative purposes only.*

Just say you opened a 180 Day Personal Term Deposit with an opening deposit of \$50,000 and an interest rate of 5.00% p.a. You close your Personal Term Deposit after 65 days (which is a business day).

Due to the early withdrawal, the interest rate will be reduced. Since you will close your Personal Term Deposit and withdraw your funds only 65 days into your 180 day Personal Term Deposit, only 36.11% of the term will have elapsed at the early termination date. The interest rate is therefore reduced by 80%. So, your new interest rate is 1.00% p.a. (that is, an 80% reduction on 5.00% p.a.).

Your interest entitlement will be calculated at the reduced interest rate from the day your account was opened for the number of full days the account was open.

This means that after 65 days, your closing balance will be \$50,089.04 (which is your opening deposit plus interest of \$89.04 for the 65 days your Personal Term Deposit was open).

Please note that if the 65th day was not a business day, your account would close on the next day that is a business day (for example, the 66th day). In this situation, interest would be calculated at the reduced rate from the day your account was opened for the number of full days the account was open (i.e. for 66 days).



## ■ End of financial year maturities

For Personal Term Deposits with a maturity date of 1 July in a given year, it is important to note that interest will be credited to the account on the day prior to the maturity day. This means that interest is credited in the 30 June tax year just completed.

## Tax implications, Tax File Numbers and Withholding Tax

Saving has tax and sometimes social security implications that are particular to your circumstances. Interest earned on your account is generally taxable and you should discuss this with your tax adviser.

You are not required by law to provide us with your Tax File Number (TFN). However, if you don't provide your TFN, or details of your available exemption, we may be obliged to deduct withholding tax from the interest we pay into your Personal Term Deposit. The withholding tax is calculated by applying the current highest marginal tax rate, plus the Medicare levy, to the interest earned on your account.

In the case of a joint account, we require TFNs or details of any available exemptions from both account holders. If we do not receive these details, withholding tax may be deducted from the interest we pay into your Personal Term Deposit.

If you or your joint account holder become a non-resident for taxation purposes after your Personal Term Deposit is opened, you (or your joint account holder, whoever is the non-resident) are required to notify us of your country of residence and we may be obliged to deduct the applicable non-resident withholding tax from the interest we pay on your Personal Term Deposit.



## 4. Money in, money out

### Operating a Personal Term Deposit

- Making deposits
- Making withdrawals
- Maturity and reinvestment
- Grace period
- Statement of account
- The nitty gritty of using an Interactive Service
- Your security and Codes

Before we give you all the nuts and bolts of your Personal Term Deposit, here are a few general things you need to know about deposits, withdrawals and balances.

- We'll process deposits and withdrawals as soon as we can, but not necessarily on the day we receive them.
- If there's an error, or a cheque has been dishonoured, we may need to adjust your deposits and withdrawals, and consequently your balance, to reflect both your and our legal obligations.

### Operating a Personal Term Deposit

The Personal Term Deposit can be opened and operated in one or two names.

#### ■ Joint account holders

If you open a Personal Term Deposit jointly with someone else, we'll accept instructions to operate your Personal Term Deposit from any one of you (we call this an 'any to operate' authority), unless you tell us that such instructions must be provided by all of you (we call this an 'all to operate' authority) - in which case, we'll only accept instructions to operate your Personal Term Deposit from all of you.

If you have an any to operate authority on your Personal Term Deposit, this means:

- you and your joint account holder can operate the Personal Term Deposit independently of each other and instructions in respect of the Personal Term Deposit can be given by either of you;



- either one of you can, without the other, transact on the Personal Term Deposit, including:
  - changing maturity instructions; and
  - using an Interactive Service; and
- either one of you can ask us to close the Personal Term Deposit.

If you have an all to operate authority on your Personal Term Deposit, it means we will only do these things if both of you provide an instruction to do these things. You can call us to set up an all to operate authority on your Personal Term Deposit.

We will not be liable for any loss or damage you or anyone else suffers as a result of us acting on instructions given by either one of you.

You and your joint account holder must comply with these terms and conditions as though the Personal Term Deposit was held in one name only.

You are individually liable and jointly liable with your other joint account holder to us for:

- any transaction on your Personal Term Deposit; and
- any amount owing to us in relation to your Personal Term Deposit.

If one joint account holder passes away, we treat the balance of the Personal Term Deposit as belonging to the living account holder.

## Making deposits

Personal Term Deposits require a minimum opening deposit of \$10,000.

Opening deposits can only be made by:

- instructing us to transfer some or all of the cleared funds in your linked bank account to your Personal Term Deposit;
- cheque (paper application only), which must be:
  - payable to you or ING; and
  - drawn on your external linked bank account.

Note: If you are nominating an eligible ING account as your linked bank account, you cannot make your opening deposit by cheque.



When a cheque is deposited to your account, that money cannot be used or withdrawn until we've cleared the cheque and the money becomes "cleared funds". Cheques usually take three to five business days to clear.

If a cheque is dishonoured, i.e. the bank on which it is drawn refuses to pay the value of that cheque, we'll close your Personal Term Deposit.

We may not accept a deposit to your Personal Term Deposit if it would result in the combined deposits of all your Personal Term Deposit(s) (whether in individual or joint names) exceeding \$5,000,000.

We're unable to accept opening deposits of:

- a bank cheque, i.e. a cheque purchased at a bank, drawn on that institution's account;
- international drafts, cheques or currency (including any SWIFT payments);
- money order;
- traveller's cheque;
- cash; or
- any SWIFT payments (whether in Australian dollars or another currency) involving a financial institution located outside Australia.

You may not make any additional deposits during the term of your Personal Term Deposit.

Your attorney can transact on your Personal Term Deposit by calling a Customer Care Specialist, providing your Client Number and answering key identity questions. They cannot access an Interactive Service or change your Access Code.

## Making withdrawals

### ■ Partial withdrawals

You may not make a partial withdrawal from your Personal Term Deposit during the term, except during the grace period.

### ■ How to make a withdrawal prior to maturity

Please call one of our Customer Care Specialists on 133 464 if you would like to request to withdraw your funds before the maturity date.

You will need to give ING **at least 31 days' advance notice** to access your funds prior to the maturity date, except in the case of hardship.



The 31 day notice period starts on the date that you contact us to let us know that you would like to terminate your Personal Term Deposit early. Your funds will then be returned to your linked bank account 32 days later (or if that day is a not a business day, on the next business day).

If you have less than 31 days remaining on your term, the earliest you can access your funds is at maturity if hardship does not apply.

If you think you will at any point need to immediately withdraw or transfer the funds in your Personal Term Deposit, other deposit products may be more suitable.

For all Personal Term Deposits, if you withdraw your funds before the maturity date:

- the interest rate that applies to your Personal Term Deposit will reduce (see “How we calculate interest” on page 17); and
- ING will close your Personal Term Deposit on the early termination date, as specified, and transfer the closing balance to your linked bank account (see “How your Personal Term Deposit may be closed” on page 42).

You cannot nominate your ING Personal Term Deposit to be used for direct debit requests or periodic direct deposits for accounts at any other financial institution or organisation.

In the case of joint accounts, you may ask that withdrawals may only be made with the approval of all joint account holders (we call this an all to operate authority).

### ■ **Hardship**

We may permit you to withdraw the funds in your Personal Term Deposit if you are experiencing hardship. Please call one of our Customer Care Specialists on 133 464 to discuss your options.

### ■ **Overdrawn accounts**

We do not provide any credit on your Personal Term Deposit.

You must not withdraw any amount greater than the balance of your Personal Term Deposit.

If the Personal Term Deposit is overdrawn you must immediately clear your debt to us and ensure your account is in credit.

If we close your Personal Term Deposit because it's overdrawn, the final statement for your account may show a zero balance, however you'll still be required to clear your debt to us.

### ■ **We may set-off or combine your accounts with us**

If you have another account with us, we may without notice:





- set-off the whole, or any part of, your account balance to satisfy any amount you owe us under other accounts (including any loan accounts) held in the same name with us;
- combine your account with such other accounts.

We may do this at any time and without prior notice to you, however we'll inform you if we have exercised this right.

If we combine accounts, we'll comply with any applicable requirements of the Code of Operation: Recovery of Debts from Customer Nominated Bank Accounts in receipt of Services Australia income support payments or Department of Veterans' Affairs payments.

We will inform you promptly after exercising our right to combine your accounts.

## Maturity and reinvestment

### ■ Six options for maturity

You need to give us your instructions for when your Personal Term Deposit matures. We can act on instructions given to us up to one business day before the maturity date. You can tell us to:

- renew your standard term Personal Term Deposit for the same standard term;
- renew your standard term Personal Term Deposit for a different standard term;
- renew your standard term Personal Term Deposit to mature on a date selected by you;
- renew your Personal Term Deposit maturing on a date selected by you to a standard term Personal Term Deposit;
- renew your Personal Term Deposit maturing on a date selected by you to mature on a new date selected by you; or
- close your Personal Term Deposit and transfer the closing balance to your linked bank account.

When providing us with your maturity instructions, you also need to tell us whether you want to renew the:

- principal only; or
- principal and interest.

If you do not provide any maturity instructions, we'll transfer the closing balance to your linked bank account on the maturity date.

If the end of the term falls on a day that's not a business day, your maturity date will be automatically extended to the next business day and your maturity instructions will take place on this day. Your closing balance will include interest for the additional day(s).



Where you have instructed us at maturity to send the interest earned on your account to your linked bank account or close your account and your linked bank account is closed, we will make reasonable attempts to contact you to allow you to nominate a new linked bank account. If we are unable to contact you we will hold these funds until we hear from you. Your funds will not earn interest whilst we hold them in these circumstances.

### ■ Making additional deposits

You can only invest additional money in your Personal Term Deposit on maturity and when you have nominated to renew your Personal Term Deposit. You cannot deposit funds into a Personal Term Deposit during its term.

You need to instruct us, as part of your Personal Term Deposit Maturity Options, to transfer cleared funds from your linked bank account to your Personal Term Deposit. You can do this via our website or by calling a Customer Care Specialist.

### ■ Changing your maturity instructions

You can contact us to provide or change your maturity instructions **any time up to one business day before the maturity date** by:

- logging in at [ing.com.au](http://ing.com.au) (for example, by selecting the Personal Term Deposit from the “Accounts” tab, then selecting “More account information”); or
- calling one of our Customer Care Specialists on **133 464**.

### ■ When renewing your Personal Term Deposit

If you instructed us to renew your Personal Term Deposit on maturity, we will automatically renew your Personal Term Deposit. The new Personal Term Deposit will:

- be subject to the interest rate applicable on the day the new term commences, which may not be the best interest rate available at the time – you should log in at [ing.com.au](http://ing.com.au) on the day the new term commences to find out the interest rate that applies to your Personal Term Deposit;
- be subject to the terms and conditions of the ING Personal Term Deposits, as amended from time to time, applicable on the day the new term commences;
- require you to give us **at least 31 days’ prior notice** for early termination (except in the case of hardship);
- have the same linked bank account as your maturing Personal Term Deposit; and
- have the same account number.



## ■ Maturity instructions

We'll follow the maturity instructions you gave us in your application unless you contact us at least one business day prior to your maturity date to change those instructions (refer to "Changing your maturity instructions" above).

## Grace period

### ■ What is the grace period?

If you have selected to roll over into a Personal Term Deposit on maturity, you have a 'grace period' of 7 calendar days commencing on the maturity date.

During this time, you can contact us to close your Personal Term Deposit without incurring a reduction in the interest rate that applies to your account. You can also change the amount of funds in your new account and/or change the term of your Personal Term Deposit. You can, of course, keep the funds in your Personal Term Deposit.

You can make changes to your Personal Term Deposit during the grace period only once. So, for example, whilst you may change the term of your Personal Term Deposit on day 3 of the grace period, you cannot also add additional funds to your Personal Term Deposit on day 5 of the grace period.

### ■ Closure of account

If you decide to close your Personal Term Deposit during the grace period, you will not incur a reduction in the interest rate that applies to your account for the period it was opened.

### ■ Changing the amount of funds

If you decide to change the amount of funds in your Personal Term Deposit during the grace period, we will pay interest on your revised balance with effect from the date your change is made. The interest rate that applies to your new balance is unchanged.

If you decide to withdraw funds from your Personal Term Deposit during the grace period, your minimum balance must remain at least \$10,000.

### ■ Changing the term

If you decide to change the term of your Personal Term Deposit during the grace period, the interest rate that applies to your Personal Term Deposit would be the ING interest rate for Personal Term Deposits of that term on the first day of your Personal Term Deposit.



## Statement of account

We'll issue you with a statement of account every six months (or more frequently if you ask us to), including the period in which your account is closed.

If you want a copy of a particular statement you can call and request one.

Each statement will record all transactions on your Personal Term Deposit since the last statement. We recommend you check your statements carefully.

If you believe there's a mistake, or a transaction wasn't authorised by you, tell us straightaway (see "We welcome feedback, and resolving concerns" on page 56).

## The nitty gritty of using an Interactive Service

### ■ Your Client Number and Access Code

To access your Personal Term Deposit via an Interactive Service you need to use your Client Number and Access Code.

We'll give you a Client Number when you first open an account with ING.

Depending on how you apply, you may select an Access Code during the application process or we'll give you a Temporary Access Code.

If you're given a Temporary Access Code, the first time you use an Interactive Service, you'll be required to select your own personal Access Code. We'll explain how to do this when you log in.

You may also access your Personal Term Deposit by calling a Customer Care Specialist, providing your Client Number and answering some key identity questions.

For joint accounts each account holder:

- will be given a separate Client Number and Temporary Access Code (if not already selected); and
- may individually use an Interactive Service with their own Client Number and personal Access Code.



## ■ Transactions via an Interactive Service

You can:

- change your Access Code; and
- enquire about your account balance.

Using online banking you can also:

- view your account information;
- view the transaction history of your Personal Term Deposit;
- change your maturity instructions;
- on maturity, deposit additional funds from the linked bank account (if renewing your Personal Term Deposit);
- change your contact details;
- request a change to your linked bank account; and
- apply for another ING product.

Your attorney can do any of these transactions (except change your Access Code) by calling a Customer Care Specialist, providing your Client Number and answering key identity questions.

Your attorney cannot access an Interactive Service.

### ■ Confirmation of transactions

You can confirm account transactions by:

- logging in at [ing.com.au](http://ing.com.au) and selecting “Accounts” and then selecting the relevant account; or
- calling one of our Customer Care Specialists on 133 464.

## ■ Deposit discrepancy

If there is a discrepancy between the deposit amount recorded on the Interactive Service and the amount we've recorded as received into your Personal Term Deposit we'll:

- notify you of the difference as soon as possible; and
- advise you of the actual amount credited to your Personal Term Deposit.

If this occurs, the amount we've recorded as received into your account is conclusive evidence of the amount actually received into your account. However, if you disagree, you have the opportunity to show us evidence that the amount is incorrect.



## ■ Keeping track of transactions

When you transfer from or to your Personal Term Deposit via our Interactive Service, we'll give you a receipt to confirm your transaction, in accordance with the ePayments Code.

If you're speaking with a Customer Care Specialist or using our interactive phone service, we'll give you a verbal receipt, unless you tell us at the time you don't want one.

Save your receipt details for your records and check them against the relevant statement.

If you believe there is an error, or if you have any other concerns, let us know straightaway (see "What to do if you have a concern" on page 56).

## ■ Your instructions

We have the authority to act on an authorised user's instructions in relation to any transaction. If it's not possible to carry out these instructions:

- the transaction may not be processed;
- we may defer processing the transaction; or
- we may seek further information from an authorised user before carrying out the instructions.

Instructions can only be cancelled or changed in accordance with these terms and conditions. You are responsible for ensuring that each authorised user has the authority to issue instructions and provides us with the correct instructions.

## ■ System failures and maintenance

You acknowledge there may be times when you're temporarily unable to access an Interactive Service due to systems failure or maintenance. You may still be able to access or transact on your Personal Term Deposit by calling a Customer Care Specialist.

The Interactive Service belongs to ING. As an account holder the Interactive Service is for your banking use only and restricted by the provisions of this Terms and Conditions booklet.

## Your security and Codes

### ■ Enhanced security measures

When authorised users use our Interactive Service and/or When you're using our Interactive Service and/or contact us to initiate a transaction, there may be times when you need to use our enhanced security measures. These measures are in place for both your protection and ours.



If you don't use the enhanced security measures when asked you may:

- be denied access to our Interactive Service; and/or
- need to conduct certain transactions with one of our Customer Care Specialists.

Where we hold an email address for you we may also send an email confirming certain transactions.

If you're unable to use our enhanced security measures, please call one of our Customer Care Specialists on 133 464 to discuss alternative options.

## ■ Keeping your Codes secret

It's important to take all reasonable precautions and follow the Code Security Requirements as set out below to ensure your Codes and Client Number are not misused, and remain secure and confidential.

This means that:

- You must not tell anyone your Codes, including any member of your family, your attorney or any other person, unless we ask you to provide your Code in the following specific circumstances:
  - When you call one of our Customer Care Specialists to perform a transaction, we may ask you to tell us the one-time passcode that we provide by SMS to your registered Australian mobile number. You should provide it to us so that we can process the transaction. Note that we will never call you to perform a transaction and ask for your Codes – if anyone does this, you should hang up and call one of our Customer Care Specialists immediately.
  - When you speak with one of our Customer Care Specialists, we may need to verify your identity (including where you request to update your personal details) – to do so, we may ask you to tell us the one-time passcode that we provide by SMS to your registered Australian mobile number and you should provide it to us so that we can verify that we are speaking with you.
- You must not let anyone else, whether acting as your agent or not, access our Interactive Service using your Client Number and Codes.
- You must not select a Code that consists of repeated, ascending or descending numbers, or numbers that are associated with your birth date, Client Number or an alphabetic code which is a recognisable part of your name.



- You must not keep a record of any Code (without making a reasonable attempt to protect the security of the Code).
- You must not be careless about protecting the security of your Codes.

As soon as you realise or suspect anyone else knows any of your Codes (including your Access Code) or that there has been an Unauthorised Transaction, **contact us immediately** by calling one of our Australia-based Customer Care Specialists, available 24 hours a day, 7 days a week on 133 464.

It's important that you tell us as soon as you realise or suspect that anyone else knows any of your Codes (including your Access Code), because if you don't do so you may be liable for any transactions that occur on your Personal Term Deposit, including all associated fees and charges – see 'Who's responsible' on page 33.

If you realise or suspect anyone else knows your Access Code, we'll ask you to select a new Access Code using our interactive phone service. If you don't select a new Access Code when asked, a stop will be placed on the relevant service until you do so.

If we know or suspect that anyone else knows any of your Codes, a stop will be placed on the relevant service. In that event, you can contact us for a new Access Code and have the stop removed.





## 5. No bank fees, no worries

### Fees and charges

They say there's no such thing as a free lunch, but at least you don't have to pay ING fees on your Personal Term Deposit.

#### ■ **There are no ING fees**

There are no ING fees payable on your Personal Term Deposit (that's almost as good as a free lunch!).

However, if you have an external linked bank account, you may incur fees from the other financial institution for transferring money between that account and your Personal Term Deposit.

To find out whether any fees apply, contact the financial institution where your external bank account is held.

#### ■ **Government Charges**

All government charges will be debited from your Personal Term Deposit.

At the date of this Terms and Conditions booklet there are no government charges associated with the Personal Term Deposit. However, the government may introduce charges in the future.

For details of any current government charges call ING on 133 464.



## 6. Who's responsible?

### Who's liable for unauthorised transactions?

- When you're not liable
- When you'll have limited liability
- When you'll be liable
- Warning: Account Aggregation Services
- Liability for unreasonably delaying notification
- Liability caused by equipment malfunctions

If things don't go according to plan it's good to be prepared for what happens next. By the time you've read this section, at least you'll know what happens if someone accesses your Personal Term Deposit without your knowledge and consent.

Unauthorised Transactions are transactions that are performed without your consent and knowledge. An Unauthorised Transaction does not include:

- a transaction you perform; or
- a transaction anyone else performs with your knowledge and consent (for example, if you give another person a Code that authorises a transaction).

If you think that you have been the subject of a scam then you should contact us immediately.

### When you're not liable

You're not liable for losses you incur or suffer that:

- relate to any of your original or reissued Codes or Identifiers that are forged, faulty, expired or cancelled;
- arise from transactions made through our Interactive Service that require your Codes before you've received your Codes (including a reissued Code);
- are caused by the fraudulent or negligent conduct of our employees, agents, or those of companies involved in networking arrangements with us;



- result from the same transaction being incorrectly debited more than once to the same Personal Term Deposit by us;
- result from an unauthorised transaction that occurs after you've notified us that the security of your Codes has been breached;
- result from an unauthorised transaction if it's clear you haven't contributed to the losses; or
- result from an unauthorised transaction that can be made using an Identifier without a Code.

## When you'll have limited liability

If it's not clear whether you've contributed to the loss caused by an unauthorised transaction that required one or more Codes, the amount of your liability will be limited to the least of:

- \$150;
- the actual loss at the time we're notified that the security of your Codes was breached; and
- the balance of the account from which value was transferred in the unauthorised transaction.

## When you'll be liable

If we can prove on the balance of probability that you contributed to the loss caused by the unauthorised transaction:

- through your fraud;
- by failing to comply with the Code Security Requirements;
- where more than one Code is required to perform a transaction and:
  - we prove that the security of a Code for one or more Codes has been breached, but not all of the required Codes; and
  - we can prove on the balance of probability that a breach of security of the Code/s was more than 50% responsible for the losses when assessed together with all the contributing causes,

then you are liable in full for the actual losses that occur before the loss, theft or misuse of your Code or a breach of the Code Security Requirements is reported to us.

However, you will not be liable for any loss in excess of the balance of the account from which value was transferred in the unauthorised transaction.



## Warning: Account aggregation service

Some companies provide account aggregation services that allow you to view account information from different institutions on the one webpage. To use an account aggregation service you're usually required to give the service provider your account details and your Codes.

We do not endorse, promote or authorise using account aggregation services in connection with your account(s) or an Interactive Service.

Remember, if you disclose your Codes to another person you'll be liable for any transactions that person makes on your account(s) using your Codes.

## Liability for unreasonably delaying notification

If we can prove on the balance of probability that you've contributed to a loss caused by an unauthorised transaction by unreasonably delaying notification that the security of your Codes has been compromised after you become aware of the loss, theft or breach, you will be liable to us for the actual losses incurred between:

- the time you first became aware (or should reasonably have become aware) of any of these events; and
- the time we are actually notified of the relevant event, however, you will not be liable for any loss in excess of the balance of the account from which value was transferred in the unauthorised transaction.

## Liability caused by equipment malfunctions

You are not liable for any loss caused by an EFT institution's equipment accepting your transaction but failing to complete the transaction in accordance with your instructions.

However, if you were aware, or should have been aware, that the EFT institution's equipment was unavailable or malfunctioning, our responsibility will be limited to:

- correcting errors in the account; and
- refunding any charges or fees imposed as a result.

We're not responsible for:

- errors, inaccuracies, interruptions, viruses/defects due to any system or equipment failing to complete a transaction;
- delays resulting from any network, system or equipment failing to support the Interactive Service; or



- any Interactive Service or equipment failing to complete your transaction instructions.

If we're responsible, our liability is limited to the cost of re-supplying the service.

## Mistaken internet payments

- **When you have made a payment to the wrong account**

So that we can determine whether a mistaken internet payment has occurred, we will ask you to provide supporting information and evidence (such as details of the correct Identifier showing that it is very similar to the incorrect Identifier).

If you think you may have made a mistaken internet payment, you should tell us straight away, please call our Australia-based Customer Care Specialists straight away on 133 464.

If you report to us that a withdrawal to your external bank account made by you was a mistaken internet payment, here's what will happen depending upon when you report the payment to us:

- **Report within 10 business days of making the payment:**

If there are sufficient funds available in the account of the unintended recipient and both we and the other financial institution (which holds the account to which the reported mistaken payment was made) are satisfied that a mistaken internet payment occurred, then the other financial institution must return the funds to us within 5 to 10 business days of receiving our request. We'll then return the funds to your account as soon as practicable.

- **Report between 10 business days and 7 months of making the payment:**

If there are sufficient funds available in the account of the unintended recipient and we are satisfied that a mistaken internet payment occurred, we'll ask the other financial institution to investigate (which must be completed within 10 business days of receiving our request). If, after the investigation is completed, the other financial institution is satisfied that a mistaken payment occurred, it must prevent the unintended recipient from withdrawing the funds mistakenly paid for a further 10 business days. The other financial institution must notify the unintended recipient that the funds will be withdrawn from their account unless they can establish that they're entitled to the funds within this 10 business day period. If the unintended recipient doesn't establish that they're entitled to the funds within this



timeframe, the other financial institution must return the funds to us within a further 2 business days. We'll then return the funds to your account as soon as practicable.

- **Report after 7 months of making the payment:** If there are sufficient funds available in the account of the unintended recipient and both we and the other financial institution are satisfied that a mistaken internet payment was made, the other financial institution must seek the consent of the unintended recipient to return the funds mistakenly paid. If the unintended recipient consents, the other financial institution must return the funds to us. We will then return the funds to your account as soon as practicable.
- **Report at any time but other financial institution not satisfied that a mistaken internet payment was made:** If we are satisfied that a mistaken internet payment occurred, but the other financial institution is not satisfied, the other financial institution may seek the consent of the unintended recipient to return the funds. If the unintended recipient consents, the other financial institution must return the funds to us. We will then return the funds to your account as soon as practicable.
- **Report at any time but insufficient credit funds:** If there aren't sufficient funds available in the account of the unintended recipient to the full value of the mistaken payment—yet both we and the other financial institution are satisfied that a mistaken internet payment was made—the other financial institution must exercise discretion, based on an appropriate weighing of interests of both you and the unintended recipient and information reasonably available to it about the circumstances of the mistake and the unintended recipient, in deciding whether it should:
  - pursue the return of funds to the total value of the mistaken internet payment;
  - pursue the return of funds representing only a partial amount of the total value of the mistaken internet payment; or
  - not pursue any return of funds (whether partial or total).
- **Report at any time but we aren't satisfied that a mistaken internet payment occurred:** We are not required to take any further action, but may ask the other financial institution to investigate. You are liable for any loss arising from the payment.

In all instances, we'll advise you of the outcome the investigation of a reported mistaken internet payment in writing within 30 business days of the day on which the report was made.



■ **When someone else has mistakenly paid into your account**

If someone else has made a mistaken internet payment that results in funds being paid into your account, then you acknowledge and agree that you are not entitled to those funds regardless of how long the funds have been in your account.

■ **Reported by the other person within 10 business days**

**of making the payment:** If you have sufficient funds in your account, we may, without notice, debit funds up to the total amount of the mistaken internet payment from your account and return it to the other financial institution.

■ **Reported by the other person between 10 business days and 7 months of making the payment:**

If you have sufficient funds in your account, we may, without prior notice, place a hold on the funds in your account up to the total amount of the mistaken internet payment. Once we notify you of the mistaken internet payment, you will have 10 business days to provide evidence that you are entitled to the funds. If, at the end of 10 business days, we are not satisfied that you are entitled to the funds, then we will debit funds up to the total amount of the mistaken internet payment from your account and return it to the other financial institution.

■ **Reported by the other person after 7 months of making the payment:**

If you have sufficient funds in your account, we will contact you to discuss the return of funds. If you provide consent to return the funds then we will debit the funds up to the total amount of the mistaken internet payment and return it to the other financial institution.

■ **Reported by the other person at any time but we aren't satisfied that a mistaken internet payment occurred:**

If we receive a written request from another financial institution for the return of funds deposited into your account on the basis that the funds were deposited as a result of a mistaken internet payment, but based on our own investigations we are not reasonably satisfied that the funds deposited into your account were deposited as a result of a mistaken internet payment, then we may contact you to discuss the return of funds. If you provide consent to return the funds then we will debit the funds up to the total amount of the payment and return it to the other financial institution.

■ **Reported by the other person at any time but the account does not hold sufficient funds:**

To the extent that the balance of your account is less than the value of the funds



deposited as a result of the mistaken internet payment, we will exercise our discretion consistently with the ePayments Code, in deciding whether we should:

- pursue the return of funds to the total value of the mistaken internet payment;
- pursue the return of funds representing only a partial amount of the total value of the mistaken internet payment; or
- not pursue any return of funds (whether partial or total).

If we decide to return the funds to the total value of the mistaken internet payment, we will use reasonable endeavours to retrieve the funds from you (which may include arranging for the repayment of the funds by instalments).

You should inform us as soon as possible if you are in financial difficulty.

When recovering funds for a mistaken internet payment, we'll comply with any applicable requirements of the Code of Operation: Recovery of Debts from Customer Nominated Bank Accounts in receipt of Services Australia income support payments or Department of Veterans' Affairs payments.





## 7. Putting the brakes on

### Placing a stop or freeze on your Personal Term Deposit and/or closing it

- We may place a stop or freeze on your Personal Term Deposit (or delay certain transactions)
- How your Personal Term Deposit may be closed

Sometimes we need to put a stop or freeze on your Personal Term Deposit or delay certain transactions.

A 'stop' means you can't make withdrawals. A 'freeze' means you can't make deposits or withdrawals. A 'delay' means a delay to the date on which a transaction is processed.

This could be to protect you, your Personal Term Deposit and/or ourselves. There may also be a time when you, or we, decide to close your Personal Term Deposit (we hope not!). Here's the rundown of what happens.

### We may place a stop or freeze on your Personal Term Deposit (or delay certain transactions) if:

- you don't provide additional information to verify your identity or source of funds as requested by us;
- you don't provide us with information we request regarding your Foreign Tax Residency Status;
- you don't select a new Access Code when asked to do so (see "Keeping your Codes secret" on page 30);
- you haven't provided us with your mandatory security details;
- your linked bank account is closed and you haven't nominated a new linked bank account satisfactory to us;
- we know or suspect that your Codes are no longer secure and confidential (see "Keeping your Codes secret" on page 30);
- we've received returned mail for your accounts because you haven't notified us of a change of address (see "Notices and return mail" on page 47);
- you have not conducted your account in a manner we reasonably determine to be satisfactory or for any other reason we reasonably consider appropriate having



regard to our legitimate business interests and/or the regulatory risk associated with not placing a stop or freeze on your Personal Term Deposit (or not delaying certain transactions) as relevant;

- you have lost or misused any enhanced security measures that we have provided you with;
- we're required to do so by court order or by law;
- we're required to do so to comply with any direction or instruction from a government body or agency, such as the Australian Taxation Office or ASIC;
- you access a promotion, including a promotional rate, in a manner that, in our opinion is not satisfactory or in line with the intent of the promotion;
- you pass away; or
- we reasonably determine that you have used your account for business purposes;
- we reasonably believe that not placing a stop or freeze on your Personal Term Deposit (or not delaying certain transactions) would cause us to breach a relevant law or court order or would represent an unacceptable level of risk for us due to the following:
  - we reasonably believe that you have migrated to a country, or your account has received funds from or funds from your account have been sent to a country, that we determine is 'ultra high risk' given our obligations under Anti-Money Laundering and Counter-Terrorism Financing Laws in respect of the services we provide (for information on relevant countries, please contact us);
  - you fail to provide any information or document to us that we have requested for the purpose of our compliance with a relevant law (including Foreign Tax Residency Status self certification or any details necessary for us to verify your nationality in accordance with Anti-Money Laundering and Counter-Terrorism Financing Laws); or
  - we reasonably form the view that you are 'high risk' given our obligations under Anti-Money Laundering and Counter-Terrorism Financing Laws having regard to our obligation to consider the risks posed by your Foreign Tax Residency Status (including where you don't provide us with information we request regarding your Foreign Tax Residency Status); your sources of funds and wealth; your business or employment; the country/ies in which you reside; the services we provide to you and the method through which you access those services; and/or your status as a Politically Exposed Person.



You won't be able to access your Personal Term Deposit until the stop or freeze is lifted. Just call a Customer Care Specialist and they'll tell you how the stop or freeze can be lifted.

## How your Personal Term Deposit may be closed

You may close your Personal Term Deposit at any time by calling a Customer Care Specialist on 133 464 and requesting that the Personal Term Deposit be closed.

In the case of Personal Term Deposits held jointly with someone else, we'll accept instructions to close your Personal Term Deposits from any of you (we call this an 'any to operate' authority), unless you tell us that such instructions must be provided by all of you (we call this an 'all to operate' authority) - in which case, we'll only accept instructions to close your Personal Term Deposit from all of you.

If the account holder passes away, your attorney, executor, or administrator should contact us so we can advise what documents need to be completed. If one joint account holder passes away, we treat the balance of the Personal Term Deposit as belonging to the living account holder.

### ■ Your account will be automatically closed if you instruct us to:

- transfer the funds to your linked bank account on the maturity date. The closing balance will be transferred to your linked bank account on the maturity date, in accordance with your instructions.
- make any withdrawal during the term. The closing balance will be transferred to your linked bank account (see "How we calculate interest" on page 17).

When you apply you give us your instructions for when your Personal Term Deposit matures. To change these instructions see "Changing your maturity instructions" on page 25.

We may close your account or refuse to process any transactions if:

- we cannot verify your identity or source of funds;
- we are unable to determine your Foreign Tax Residency Status in accordance with our obligations under the law;
- you don't provide us with information we request regarding your Foreign Tax Residency Status;
- we suspect fraudulent activity or a breach of law;



- your linked bank account is closed and having asked you to do so, you haven't nominated a new linked bank account that's satisfactory to us;
- we cannot verify your linked bank account;
- we're required to do so by court order or by law;
- we're required to do so to comply with any direction or instruction from a government body or agency, such as the Australian Taxation Office or ASIC; or
- we reasonably determine that you have used your account for business purposes;
- we reasonably believe that keeping your Personal Term Deposit open (or processing certain transactions) would cause us to breach a relevant law or court order or would represent an unacceptable level of risk for us due to the following:
  - we reasonably believe that you have migrated to a country, or your account has received funds from or funds from your account have been sent to a country, that we determine is 'ultra high risk' given our obligations under Anti-Money Laundering and Counter-Terrorism Financing Laws in respect of the services we provide (for information on relevant countries, please contact us);
  - you fail to provide any information or document to us that we have requested for the purpose of our compliance with a relevant law (including Foreign Tax Residency Status self certification or any details necessary for us to verify your nationality in accordance with Anti-Money Laundering and Counter-Terrorism Financing Laws); or
  - we reasonably form the view that you are 'high risk' given our obligations under Anti-Money Laundering and Counter-Terrorism Financing Laws having regard to our obligation to consider the risks posed by your Foreign Tax Residency Status (including where you don't provide us with information we request regarding your Foreign Tax Residency Status); your sources of funds and wealth; your business or employment; the country/ies in which you reside; the services we provide to you and the method through which you access those services; and/or your status as a Politically Exposed Person; or
- you have not conducted your account in a manner we reasonably determine to be satisfactory and we reasonably consider that it is appropriate to close the account having regard to our legitimate business interests and/or the regulatory risk associated with not closing your account.



Before your account is closed, any amount you owe us must be paid, including any unauthorised overdrawn amount.

You remain liable for all transactions and/or government charges made before or at the time of closing your account.

On the date your account is closed, we'll transfer any credit balance of the account, including any accrued interest, to your linked bank account or issue you with a cheque if we are unable to deposit the balance into your linked bank account.

## Misuse of promotions

We may offer promotions, including promotional interest rates to new and/or existing customers. Should you access these promotions in a manner that, in our reasonable opinion, is not satisfactory or not in line with the intent of the offer we may place a stop or freeze on your account or close your account, refuse to honour the promotion or reclaim any benefit paid to you as part of the promotion.

## Anti-Money Laundering and Counter-Terrorism Financing

Notwithstanding any other rights we have, we may be required under Anti-Money Laundering and Counter-Terrorism Financing Laws to:

- collect further information about you;
- disclose information relating to you or your Personal Term Deposit to Australian and overseas regulators and others; and
- take other action required by law.



## 8. Things change

### Change to conditions

- We may change these conditions
- We'll give you notice of any changes
- Change of name and address
- Notices and return mail
- Change of linked bank account

Change is inevitable, whether it's a change in your life, the weather, interest rates or the law. If there are changes to your Personal Term Deposit, you'll want to know what they are and what's going to happen.

### We may change these conditions

We may change any of the terms and conditions for the ING Personal Term Deposit (including your ING Personal Term Deposit) at any time for reasons including but not limited to the following:

- to comply with any change or anticipated change in any relevant law, code of practice, guidance or general banking practice;
- to reflect any decision of a court, external dispute resolution scheme or regulator;
- to reflect a change in our systems or procedures, including for security reasons;
- as a result of changed circumstances (including any addition of benefits or new features);
- to respond proportionately to changes in the cost of providing the Personal Term Deposit, including changes in our funding costs and changes to the official cash rate; or
- to make them clearer.

However, we won't make any changes:

- that introduce ING fees or charges to your Personal Term Deposit, other than government charges; or
- to the interest rate, the method of calculating interest or frequency of crediting interest during the term of your Personal Term Deposit.



## We'll give you notice of any changes

We'll give you at least 30 days prior notice in writing (longer if required by legislation or any other code of conduct we subscribe to) of any change that increases your liability for losses due to using an Interactive Service to transact on your Personal Term Deposit.

We will give you notice of other changes by no later than the day on which the relevant change takes effect.

However, in some circumstances, we may tell you about a change after it has been made – but only where:

- the change is necessary for us to avoid or reduce a material increase in our credit risk or loss; or
- a government charge is introduced or varied and it's not advertised by a government, government agency or representative body.

We may give you notice by:

- writing to you; or
- advertising in national or local media.

Where we give you notice of a change in writing (or simply want to communicate with you about your account), we may do so electronically. This may include providing the notice (or communication) by email or SMS or by making it available to you in online banking. If we provide a notice of a change through online banking, we'll send you an email letting you know that the notice is available.

If we need to restore or maintain the security of our systems or an account immediately, we may change your use and access to our Interactive Service without advance notice. This is subject to satisfying applicable legislative requirements.

## Change of name and address

You need to let us know when any of the following changes:

- your or your attorney's name;
- your or your attorney's phone number;
- your or your attorney's mailing or residential address; or
- you revoke your Power of Attorney.

We'll need a certified copy of evidence satisfactory to us for any name change.

If you change your name on your external bank account, you need to give us the details of that account.



## Change of Foreign Tax Residency Status

If you believe that there has been a change to your Foreign Tax Residency Status, you need to let us know within 30 days.

We may require you to provide additional information, documentation and certification regarding your Foreign Tax Residency Status. If you don't provide any information we reasonably request by the time we require it, we may seek the information from a third party or close your Personal Term Deposit or place a freeze or stop on your Personal Term Deposit (or delay certain transactions).

## Notices and return mail

Unless we send the notice to you electronically, we'll send notices to your mailing address, except for some confidential information which we may send to your residential address for security reasons.

If you and a joint account holder have the same mailing address, we will send one notice addressed to all account holders to that mailing address, except for some confidential information, which we may send separately to each account holder's residential address for security reasons.

If you change your address and don't tell us, we can still give notice to you by writing to the address last recorded with us.

If we receive returned mail because you haven't advised us of a change of address, we may place a stop on your account (see "We may place a stop or freeze on your Personal Term Deposit (or delay certain transactions) if" on page 40).





## Change of linked bank account

If you wish to change your linked bank account or any details of that account, visit our website or call us and we'll let you or your attorney know what to do.

Your new linked bank account or requested changes will not take effect until verified by us. This may take up to ten business days.

If your attorney wants to change your linked bank account, they must be an authorised user of or hold a power of attorney for:

- your present linked bank account; and
- the new linked bank account which your attorney intends to link to your Personal Term Deposit.

Delays may be caused if you or your attorney request a change in your linked bank account on the same day as your linked bank account is closed.

We will process any instructions you or your attorney give us to cancel a Direct Debit Request on an external bank account as quickly as possible and in accordance with the Direct Debit Request Service Agreement (see "Direct Debit Request Service Agreement" on page 58).

If you have an external linked bank account and you or your attorney:

- cancel the Direct Debit Request on the account, funds cannot be transferred from your external bank account to your Personal Term Deposit until you or your attorney provide a replacement Direct Debit Request.
- cancel or close the account, funds cannot be transferred between your external linked bank account and your Personal Term Deposit until you or your attorney nominate a replacement linked bank account and provide a replacement Direct Debit Request (if the new linked bank account is an external bank account).



# 9. This is no time for decaf

## Other important banking information

- When we may act
- The Banking Code of Practice
- The ePayments Code
- Privacy and confidentiality
- Australian Financial Services Licensees
- Financial Claims Scheme

This section contains lots of different banking type stuff and it's important that you're across it.

### When we may act

If we're obliged to act on a day that's not a business day, we may act on the next business day.

### The Banking Code of Practice

ING has adopted the Banking Code of Practice as published by the Australian Banking Association. The relevant provisions of the Banking Code of Practice apply to your Personal Term Deposit if you are a "retail client" under the Corporations Act. Generally this means the Code will apply to you.

### The ePayments Code

ING will comply with the ePayments Code as it applies to your dealings with ING. We have done our best to ensure that this Terms and Conditions booklet is consistent with the ePayments Code. However, if there is any difference, the processes and requirements in the ePayments Code will apply. This Code applies to funds transfers to or from your Personal Term Deposit that are initiated through an Interactive Service.



## Privacy and confidentiality

At ING we recognise that privacy and security of personal information is important to our customers. We respect the confidentiality and security of your personal information and we are committed to protecting it at all times.

We have a general duty under the Privacy Act and the Banking Code of Practice to keep information about you confidential except in certain circumstances (for example, where the law requires us to disclose information about you or where you agree to us disclosing your information).

For more information on our commitment to privacy, please see the Privacy Statement on page 51, visit the “Privacy” page on our website at [ing.com.au/privacy](http://ing.com.au/privacy).

## Australian Financial Services Licensees

ASIC requires that Australian Financial Services Licensees have adequate Professional Indemnity insurance arrangements in order to compensate retail clients for losses suffered due to a breach.

As an Australian Prudential Regulatory Authority (APRA) regulated entity we are exempt from the ASIC requirement to disclose the compensation arrangements to our customers, as we are bound by the APRA requirements to have adequate insurance arrangements in place.

## Financial Claims Scheme

Under the Financial Claims Scheme administered by APRA, the Australian Federal Government has provided a guarantee of deposits subject to a limit for each account holder.

Information about the Financial Claims Scheme can be obtained from <http://www.fcs.gov.au>.



# 10. Do not disturb

This is all about something very important – your privacy, something we respect greatly. It may sound a bit formal, but we have your best interests in mind.

## Privacy Statement

At ING, we are committed to ensuring the confidentiality and security of your personal information. We are bound by the Privacy Act 1988, including the Australian Privacy Principles (APPs) set out in that Act, to guide us in our responsible handling of your personal information.

By accepting the terms and conditions of your ING account you consent to our collection, handling, use and disclosure of your personal information as described in this Privacy Statement. This Privacy Statement provides an overview of the key aspects of our Privacy Policy. You can also review the ING Privacy Policy on our website or request a copy by either calling or writing to us.

### ■ Collection of your personal information

Ordinarily, we'll collect most personal information about you directly from you.

Occasionally we may need to obtain personal information about you from a third party, but only if you've consented to us collecting the information in this way or you would reasonably expect us to collect the information about you in this way.

We'll collect personal information to provide you with information about a financial product or service; to assess your application and eligibility for a financial product or service; to provide you with the financial products and services that you've requested; to administer our relationship with you; and to communicate with you about ING and the products and services we offer, and then only when it's necessary for, or related to, these purposes.

We'll also need to collect personal information necessary to comply with Australian and global legal or regulatory requirements that have extraterritorial application to ING or the ING Group, including to identify customers under the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006*, determine and report in respect of your Foreign Tax Residency Status. If you don't provide the personal information that we request, we will generally not be able to provide you with ING products or services.



## ■ Use and disclosure of your personal information

The general rule is that we will not use or disclose your personal information other than for the purposes stated at the time of the collection. If we want to use your personal information for another purpose, we will seek further consent from you, unless that other purpose is related to one of the original purposes of collection and you would reasonably expect us to use your personal information for that other purpose.

It may be necessary for ING to disclose your personal information to certain third parties in order to assist us in providing, managing and administering your products or services or for other related purposes. These include:

### 1. Other financial institutions

Other financial institutions, such as banks, credit unions, building societies and payment services such as VISA, in order to set up and manage your account and manage banking transactions and, at their request, to provide an opinion or information about your credit worthiness, credit standing, credit history or credit capacity if you seek credit from them

### 2. Other organisations

Other ING Group entities and third parties, such as:

- ING Group entities in order to service other products you may have within the Group and portfolio analysis;
- ING Group entities located in the countries specified on our website for account administration, transactional or security purposes (if those ING Group entities provide services to ING) or to comply with Australian and global regulatory requirements that apply to us or the ING Group;
- government bodies and agencies, such as the Australian Taxation Office, in order to satisfy legal and regulatory requirements;
- any person acting on your behalf including your financial adviser, power of attorney, solicitor or accountant;
- your referee(s);
- your guarantor(s);
- any person who introduces you to us, including mortgage intermediaries, financial advisers and agents;
- organisations undertaking reviews of the integrity of our operations, including the accuracy and completeness of our information;
- any third party product and service supplier that we have an arrangement with (so that either us or they may provide you with the product or service you have requested or in which you have expressed an interest);



- our solicitors, valuers and insurers (for loan products);
- credit reporting or information verification bodies (or their affiliated entities) in order to obtain and provide details about your credit history or status, to verify other information about you including your identity, to carry out your request to correct your credit information or to resolve your complaint about the handling, use or disclosure of your credit information;
- organisations involved in securitisation arrangements. These organisations include trustees of those arrangements, investors and their advisers;
- organisations which perform services or functions on our behalf (including mailing services, document storage services, direct marketing, data verification services, information technology support and printing our standard documents and correspondence);
- organisations undertaking compliance reviews of financial advisers or mortgage intermediaries;
- organisations providing any of trustee, administration, custodial, insurance, broker and share trading and financial planning advice services in relation to superannuation.

Any example used above to indicate when we might disclose personal information may not be limited to those examples (or examples of a similar kind).

Personal information will only be disclosed to third parties other than those listed above if you have consented; if you would reasonably expect us to disclose information of that kind to those third parties; if we are authorised or required to do so by law; or it is necessary to assist with law enforcement.

We may have to send personal information overseas, for example, if required to complete a transaction or where we outsource a function to an overseas contractor. The location of these overseas recipients of personal information, to the extent practicable, will be specified on our website.

## ■ Marketing

We, or other ING Group entities, may provide you with further information about ING Group products and services unless you tell us not to.

If you have provided an email address to us, we may contact you using that email address, including to provide you with information about ING and the products and services that we and the ING Group offer. You may elect not to receive further information about us or our products and services by contacting us online, calling or writing to us.



## ■ Access to your personal information

You may request access to limited amounts of personal information that we hold about you – such as your address – by calling us on 133 464. For a more detailed request for access to information that we hold about you, you will need to write to the ING Privacy Officer at GPO Box 4094, Sydney NSW 2001. Please note that requests for access to your personal information may only be made by you and we will require you to verify your identity to our reasonable satisfaction. Depending on the nature and/or volume of the information that you request, an access charge may apply, but not to your request for access itself.

## ■ Updating your personal information

Although we take reasonable steps to ensure that your personal information is accurate, up-to-date, complete, relevant and not misleading, we primarily rely on the accuracy of information that you supply to us. If any of your personal information is incorrect, has changed or requires updating, please assist by either:

- updating your details in online banking (for example, by selecting “Settings” and then selecting “Contact Details”); or
- contacting us by phone with your Client Number ready.

## ■ Complaints

ING is committed to resolving your privacy complaint as quickly as possible and has procedures in place to help resolve any problems or complaints efficiently. For more information on how to make a complaint and how complaints will be handled, see our complete Privacy Policy under “Making a privacy complaint”.

## ■ Data security

We take steps to protect your personal information from misuse, loss and interference. We also protect it from unauthorised access, modification, disclosure.

If we no longer require your personal information for a purpose, for example, to manage your financial product or provide you with a financial service, then we will take reasonable steps to securely destroy it or permanently remove all identifying features from that information.



## ■ Use of internet cookies

ING may use cookies to assist you in accessing information on our websites which is of interest and relevance to you. Cookies are a way of storing information on your computer so you do not have to enter the same data every time you access our sites - for instance, your email address. We may also use cookies to capture general information about how you have found our website, or to track the number of visitors to a site, but we do not store any of your personal details when we do this.

## ■ How to contact us

If you have any further questions about privacy at ING please contact us by:

- calling 133 464
- emailing [privacyaccessrequests@ing.com.au](mailto:privacyaccessrequests@ing.com.au)
- writing to:  
ING Privacy Officer  
GPO Box 4094  
Sydney NSW 2001

Our Privacy Statement may be updated from time to time as we strive to improve the standard of service we provide to you.





# 11. R.E.S.P.E.C.T

## We welcome feedback, and resolving concerns

- **What to do if you have a concern**
- **Who else to contact**

We are committed to efficient, and fair treatment of our customers, particularly if something goes wrong. We welcome your feedback, and want to know straight away if we haven't met your expectations, you suspect an error, you have concerns about your products or services or we can improve our service to you in any way.

## What to do if you have a concern

Contact us straightaway by calling 133 464 or visit [ing.com.au/contactus](https://www.ing.com.au/contactus) (when you're overseas) if you:

- suspect an error on your Personal Term Deposit, including an account statement; or
- you've experienced any other problem concerning your Personal Term Deposit or an Interactive Service.

### ■ **Make a complaint or provide feedback**

Your first point of contact for raising complaints and feedback is our customer complaints team. They will attempt to address your concerns and resolve your dispute.

#### ■ **You can email us**

[customer.complaints@ing.com.au](mailto:customer.complaints@ing.com.au)

#### ■ **You can call us**

Call 133 464 or if you're overseas please see the toll free numbers on [ing.com.au/contactus](https://www.ing.com.au/contactus).

#### ■ **Or write to us**

ING - Complaints Resolution  
GPO Box 4094  
Sydney NSW 2001



## Who else to contact

### ■ Australian Financial Complaints Authority (AFCA)

In the event that your complaint can't be resolved directly with ING, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to consumers.

Australian Financial Complaints Authority

**Phone:** 1800 931 678 (free call)

**Online:** [www.afca.org.au](http://www.afca.org.au)

**Email:** [info@afca.org.au](mailto:info@afca.org.au)

**Post:** Australian Financial Complaints Authority  
GPO Box 3  
Melbourne VIC 3001

### ■ Customer advocacy at ING

At ING, we want your experience with us to be positive – and that means addressing any issues you may have quickly and effectively. With this in mind, ING has appointed a Customer Advocate to oversee and improve the complaints resolution process, making sure customers get a fair investigation and response.

Our Customer advocacy charter can be found at: [https://www.ing.com.au/pdf/customer\\_advocate\\_charter.pdf](https://www.ing.com.au/pdf/customer_advocate_charter.pdf)

### ■ Contact our Customer Advocate

**Email:** [customer.advocate@ing.com.au](mailto:customer.advocate@ing.com.au)

You can find more information on ING's complaints policy and process, including response timeframes which is available at: [www.ing.com.au/contact-us/complaints-disputes.html](http://www.ing.com.au/contact-us/complaints-disputes.html).



## 12. It's all there in black and white (and orange)

If you want to deposit money from your linked bank account into your Personal Term Deposit, you'll need to give us your authority to make these requests according to your instructions.

If linking to an eligible ING account, providing us with your account details will do the trick.

If linking to an external bank account, you need to agree to the Direct Debit Request Service Agreement.

Keep reading to see how the agreement works. (By the way, "DDR Schedule" is short for the Direct Debit Request in the Direct Debit Request Service Agreement.)

### Direct Debit Request Service Agreement

If you have any queries concerning this agreement or any drawings made under it, please contact ING on 133 464. If you wish to stop or cancel your drawing arrangements, please direct your query to us initially in accordance with Section 2 of this Direct Debit Request Service Agreement. ING, a business name of ING Bank (Australia) Limited (User ID 123079) is the debit user for the purpose of this Direct Debit Agreement.

The Direct Debit Request is referred to as the "DDR Schedule" in the Direct Debit Request Service Agreement.

#### 1. Drawing arrangements

ING's commitment to you.

The details of your drawing arrangements are shown in your DDR Schedule. These arrangements may include the right to draw funds from the external bank account specified in that DDR Schedule for deposit into your Personal Term Deposit or any other account you have with ING. We will give you written notice of any changes to your drawing arrangements at least 14 days before those changes occur.



If a drawing date falls on a day which is not a business day, the drawing will be made on the next business day.

We reserve the right to cancel your drawing arrangements if two or more drawings are returned unpaid by the financial institution with which your external bank account is held and to arrange an alternative payment method with you.

We will keep your direct debit records and account details confidential, except where the disclosure of certain information to your financial institution is necessary to enable us to act in accordance with your drawing arrangements.

## **2. Your rights**

You can cancel, alter or suspend your drawing arrangements at any time by logging in to your account(s) or calling us at least two business days before the cancellation, alteration or suspension is to take effect. You can also stop or defer an individual drawing by calling us at least two business days before the date that drawing is to be made.

If you consider that a drawing has been initiated incorrectly, you should call and seek assistance from one of our Customer Care Specialists for immediate attention. All contact should be made by calling 133 464.

If you have authorised your attorney to do so, your attorney can exercise your rights under this Section 2 on your behalf.

We will investigate your concerns and endeavour to respond to you within 21 days. If we conclude that a debit has been made in error, we will arrange for your financial institution to adjust your external bank account and advise you accordingly. If we conclude that a debit has not been made in error, you will be informed of this conclusion and the reasons for it.

## **3. Your responsibilities**

It is your responsibility to:

- ensure that your external bank account can accept direct debits (direct debiting may not be available on all accounts. Please check with your financial institution before completing the DDR if you are uncertain);
- check the account details for your external bank account against a recent statement from the financial institution where it is held (please check with your financial institution if you are uncertain);
- ensure that there are sufficient clear funds in your external bank account by the due date to enable drawings to be made in accordance with your drawing arrangements. If there are insufficient funds in your external bank account to enable a



drawing to be made, any amount debited to your external bank account in anticipation of that drawing being made will be reversed. With the ING Personal Term Deposit there are no ING fees to pay except standard statutory Government charges;

- ensure that the authority given to us to draw on your external bank account is consistent with the account authority or signing instructions held by your financial institution for that account;
- advise us if your external bank account is transferred, closed or any other account details change;
- arrange a suitable payment method if your drawing arrangements are cancelled; and
- ensure that your attorney does the above if you do not.

**Hey, you made it to the end. Well done!**

**Remember, if you have any questions we're here to help.**

**You can call us on 133 464, 24 hours a day, 7 days a week.**



## Get in touch

### Visit

[ing.com.au](http://ing.com.au)

### Call

133 464

Alternatively you can send mail to  
GPO Box 4094  
Sydney NSW 2001

### Connect with us



Twitter



Facebook



YouTube



Blog



do your thing

**For the curious:** Information in this booklet is current as at the time of printing and is subject to change. Products and this Terms and Conditions booklet are issued by ING, a business name of ING Bank (Australia) Limited ABN 24 000 893 292, AFSL and Australian Credit Licence 229823. ING is a Registered Trademark of ING Groep N.V. BPAY® is a Registered Trademark of BPAY Pty Ltd ABN 69 079 137 518. ING PT00007 05/23