

31 August, 2009

MEDIA RELEASE

ING DIRECT TOPS CUSTOMER SATISFACTION RATING

ING DIRECT customers are the most satisfied of any bank in Australia according to the latest Nielsen Financial Services Monitor. (See page 2)

According to the monitor 76% of ING DIRECT's 1.4 million customers are satisfied with the bank. ING DIRECT CEO Don Koch says the ranking reflects the customer centric focus of the bank.

"We pride ourselves on making the customer experience simple and straight forward," Mr Koch said.

"Our products are always good value with no hidden fees and charges and we are proud of our our Australian based contact centre staff."

ING DIRECT also has the highest percentage of customers of any bank (73%) who would recommend the bank to family and friends.

Ends

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About ING DIRECT

ING DIRECT began operating in Australia in 1999. By doing business online, over the phone and through intermediaries, ING DIRECT keeps its overheads low and passes the savings onto customers in the form of competitive rates. Today, it has grown to become Australia's fifth largest retail bank, with around \$20 billion in deposits, more than \$34 billion in mortgages and more than 1.45 million customers.

About ING Group

ING Group is one of the world's largest financial institutions, offering banking, insurance and asset management to more than 85 million clients in over 50 countries. With a diverse workforce of about 125,000 people, ING comprises a broad spectrum of prominent companies that increasingly serve their clients under the ING brand.

Nielsen Financial Services Monitor (NFSM) Chart1

June 2009 Quarter

Total Relationships (16,613,000 People) - Banks All Deal With
Qtr 2, 2009 (April-June, 2009)
Rolling 3 months (n=5,135)

