

Handy hints: How do I complete the Loan Account Instructions?



Your Home Loan Account details

So we know which loan account these instructions apply to, simply provide the loan account number(s). Alternatively, if you would like the instructions to apply to all your loan accounts in the same name just tick the box. In any case, don't forget to include the details for all borrowers.

Section 1: Authority to debit account providing funds at settlement

This section provides ING authority to debit your nominated ING Orange Everyday account for a maximum amount to assist with the settlement of the loan.

Section 2: Direct Debit Request

In this section, provide us with details of the account you wish us to debit your regular loan repayments from. If you have more than one loan account, please complete this section for each loan account. Make sure you fill in the product name or loan account number for each loan.

Section 3: Orange Advantage

If you have applied for an Orange Advantage it is important that you provide your Orange Everyday account details in order to receive the benefit of the interest offset facility. If you're missing any account details, simply log in to online banking or call one of our Customer Care Specialists on 133 464.

Section 4: Declaration and signing

In this section you are providing us with the authority to debit your account(s) as per your instructions and in accordance with the Home Loan terms and conditions. Remember that this section needs to be signed by all borrowers and all account holders listed on your Direct Debit. Before you sign this section take some time to review the Direct Debit Request Service Agreement on the last page.

Please Note: Your loan account will be set up to allow any one to operate, meaning we will accept and act on instructions from any borrower on your loan account, including instructions received electronically. Once your loan has settled you can change this authority at any time. To find out how, simply phone our Contact Centre on 133 464 - our Customer Care Specialists are available 24 hours a day, 7 days a week.

Loan account instructions



Loan account instructions form - Personal borrowers

	Surname	First name	Middle name
Borrower 1	<input type="text"/>	<input type="text"/>	<input type="text"/>
Borrower 2	<input type="text"/>	<input type="text"/>	<input type="text"/>
Borrower 3	<input type="text"/>	<input type="text"/>	<input type="text"/>
Borrower 4	<input type="text"/>	<input type="text"/>	<input type="text"/>

Apply these instructions to all Loan Accounts in the above names: (please tick)

OR

List account numbers to which these instructions apply:

Section 1: Authority to debit account providing funds at settlement

Complete this section if you are providing funds at settlement and want ING to debit your nominated ING Orange Everyday account to provide those funds. This document is our authorisation to use those funds for settlement. You must ensure that you have cleared funds in your ING Orange Everyday account at least 48 hours prior to settlement.

ING account number ^

As the final amount required for settlement may change, you authorise the maximum amount of \$ to be debited from your Orange Everyday account

Any funds not required at settlement will be returned to your nominated ING account.

Section 2: Direct Debit Request

Complete this section for ALL loans. Complete the details for each loan account.

If you have applied for or currently hold an Orange Advantage, your Direct Debit Account should be your Orange Everyday. If you have not opened your Orange Everyday you will need to do so in order to receive the benefit of the interest offset facility.

<p>Loan split/Product name</p> <input type="text"/> (Product name/Loan account number) <p>Direct Debit amount</p> <input type="checkbox"/> Minimum repayment Or nominated amount (greater than minimum) \$ <input type="text"/> <p>Repayment frequency</p> <input type="checkbox"/> Monthly <input type="checkbox"/> Fortnightly <p>Direct Debit to come from:</p> <p>Name of Financial Institution <input type="text"/></p> <p>Account holder's name^^ <input type="text"/></p> <p>BSB number <input type="text"/> Account number <input type="text"/></p>	<p>Loan split/Product name</p> <input type="text"/> (Product name/Loan account number) <p>Direct Debit amount</p> <input type="checkbox"/> Minimum repayment Or nominated amount (greater than minimum) \$ <input type="text"/> <p>Repayment frequency</p> <input type="checkbox"/> Monthly <input type="checkbox"/> Fortnightly <p>Direct Debit to come from:</p> <p>Name of Financial Institution <input type="text"/></p> <p>Account Holder's name^^ <input type="text"/></p> <p>BSB number <input type="text"/> Account number <input type="text"/></p>	<p>Loan split/Product name</p> <input type="text"/> (Product name/Loan account number) <p>Direct Debit amount</p> <input type="checkbox"/> Minimum repayment Or nominated amount (greater than minimum) \$ <input type="text"/> <p>Repayment frequency</p> <input type="checkbox"/> Monthly <input type="checkbox"/> Fortnightly <p>Direct Debit to come from:</p> <p>Name of Financial Institution <input type="text"/></p> <p>Account Holder's name^^ <input type="text"/></p> <p>BSB number <input type="text"/> Account number <input type="text"/></p>
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^ Account must be an ING Orange Everyday.

^^ Must be in the same name as the loan account holder.

Important Notes: By signing the Direct Debit authorisation in Section 4 of this form, you authorise and request ING (User ID 028241) to debit to your nominated account any amount that ING has deemed payable by you under the loan. This debit will be made through the Bulk Electronic Clearing System (BECS) from the account you nominate in this Section 2 and will be subject to the terms and conditions of the Direct Debit Request Service Agreement in this form.

Section 3: Orange Advantage

If you hold an Orange Advantage you must first nominate one of your Orange Everyday accounts in order to receive the benefit of the interest offset facility. To make it easier, we have completed some of the boxes for you.

Orange Advantage Loan account/split

<input type="text"/>	
Name of Financial Institution	
ING	
Account holder's name	
<input type="text"/>	
BSB number	Account number
923-100	<input type="text"/>

Orange Advantage Loan account/split

<input type="text"/>	
Name of Financial Institution	
ING	
Account holder's name	
<input type="text"/>	
BSB number	Account number
923-100	<input type="text"/>

Important notes:

- The Orange Everyday account name must be in the same name(s) as your Orange Advantage.
- The annual fee for your Orange Advantage will automatically be debited from the Orange Everyday that you have nominated for 'Orange Advantage Loan account 1.'

Section 4: Declaration and signing

I/we authorise and request ING (User ID 028241) to draw money from the bank account(s) nominated in Section 2 of this form to make repayments to my/our home loan.

In addition, by signing below, each Borrower and Orange Everyday Account holder who is providing funds at settlement agrees and acknowledges that:

- subject to the terms and conditions of the loan account(s) referred to above, all borrowers will be jointly and severally liable for all transactions on the above account even if those transactions are not authorised by all of us;
- all borrowers agree to:
 - ING acting on the instructions given by any one of us;
 - each person who signs this document authorising transactions on the loan account(s) and/or any other account(s) referred to above;
 - this authorisation remaining in force unless or until it is revoked by any one or more of us, or you receive other instructions signed by all borrowers.

Borrower's full name	Signature	Date (DD/MM/YY)
<input type="text"/>	<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>

Important Information:

In addition to all borrowers, the Loan Account Instructions form must be signed by all account holders listed on your nominated account. Should all signatures not be provided we will not be able to action your request.

Direct Debit authorisation

By signing, you have read and agreed to the terms and conditions governing the debit arrangements between you and ING as set out in the Direct Debit Request and the Direct Debit Request Service Agreement, each of which is set out on this form.

Direct Debit account holders full name	Direct Debit account holders signature	Date (DD/MM/YY)
<input type="text"/>	<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>

This is your Direct Debit Request (DDR) Service Agreement with ING. It explains our obligations to each other under our direct debit arrangement.

Please keep this agreement for future reference.

Please direct all enquiries about your direct debit arrangement to the Contact Centre on 133 464, available 24 hours a day, 7 days a week.

1. THE DIRECT DEBIT ARRANGEMENT

- By signing the Direct Debit Request in Section 2 above, you have authorised us to arrange for funds to be debited from the account nominated in that section. The terms of the arrangement are set out in the Direct Debit Request and this agreement.
- If you have any questions about how to complete the Direct Debit Request, please refer to your nominated financial institution.
- We will only arrange for funds to be debited from your account as authorised in the Direct Debit Request.

2. OUR COMMITMENT TO YOU

- ING will give you at least 14 days notice in writing if there are changes to the terms of the drawing arrangements shown in your DDR.
- ING will keep any information (including your account details) in your Direct Debit Request confidential, except where required for the purposes of this agreement (including disclosing information in connection with any query or claim) or as otherwise required by law.
- Where the due date for a drawing is not a business day, ING will draw from your nominated financial institution account by the following business day. If you are uncertain as to when a drawing will be processed by your nominated financial institution you should initially contact that financial institution.

3. YOUR COMMITMENT TO US

- Ensure that your nominated account can accept direct debits. If in doubt, refer to your financial institution.
- Ensure that there are sufficient clear funds available in your nominated account to meet each drawing on the due date. If there are insufficient funds in your nominated account to enable a drawing to be made, we may apply a fee and/or interest for drawings which are dishonoured, in accordance with the terms and conditions of your ING account. Additionally, you may be charged a fee and/or interest by your nominated financial institution. You must arrange for the dishonoured drawings to be paid by another method, or arrange for sufficient clear funds to be in your account by an agreed time, so that we can process the drawing.
- Advise us if your nominated account is transferred or closed, or the account details change.
- Arrange a suitable alternative payment method if the drawing arrangements are cancelled.
- Ensure that all account holders on the nominated financial institution account sign the DDR.
- Ensure that the authority given to us to draw on your nominated account is consistent with the account authority or signing instructions held by your financial institution for that account.
- Check your nominated account details against a recent statement from the financial institution where it is held. (Please check with your financial institution if you are uncertain.)

4. YOUR RIGHTS

- Subject to the terms and conditions of your ING account, you may alter the drawing arrangements. Such advice should be received by us at least 5 working days before the draw date by logging in to online banking or phoning the Contact Centre on 133 464. We will, however, process the changes earlier, if possible.

You may alter the drawing arrangements:

- to stop an individual drawing
- to defer an individual drawing
- to suspend future drawings
- to alter the drawing arrangements in any other way
- to cancel the drawings completely.

You may also arrange to alter the drawing arrangements in this way through your nominated financial institution, which is required to act promptly on your instructions.

- You should check your account statement to verify that the amounts debited to your account are correct. Where you consider that a drawing has been initiated incorrectly, you should phone the Contact Centre on 133 464, available 24 hours a day, 7 days a week. Alternatively, you can also take it up directly with your nominated financial institution.

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

5. OTHER INFORMATION

- ING reserves the right to ask that instructions from a customer to stop or in any way alter drawing arrangements are provided in a written, verbal or electronic form.
- ING reserves the right to cancel drawing arrangements if three or more consecutive drawings are dishonoured by your nominated financial institution, and to arrange an alternative payment method with you.
- Your drawing arrangements are governed by the terms and conditions of your ING account.