

What is a financial counsellor?

About this document



This document is written in an easy to read way.

We call it **Easy Read**.



You might not know some words.

The first time we use those words they are **blue**.

We tell you what they mean.



Words in blue are also in a [Word List](#).

You can check what they mean there.

About financial counsellors

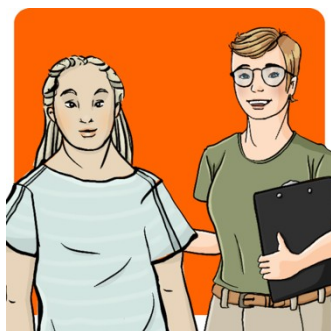


A financial counsellor is someone that knows a lot about money.

They can help if you are having trouble with money.



You can ask a financial counsellor to be your **representative**.



A representative is someone who speaks for you.



We can talk to your representative about your accounts.

Appoint a representative



Appointing someone is when you choose someone to speak up for you.

The law says they can speak for you.



To appoint a representative fill out a [Financial Counselling Agency Authorisation Form](#).

Email the signed form to:

- financialsupport@ing.com
- Or you can mail the form to
ING
Reply Paid 2682
Sydney NSW 2001



You do not need to use a stamp.

Financial Support Services

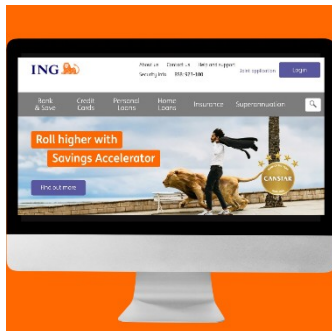


National Debt Helpline

They offer free financial counselling.

Call them on 1800 007 007.

Visit their [website](#).



More support options

Visit our [website](#).

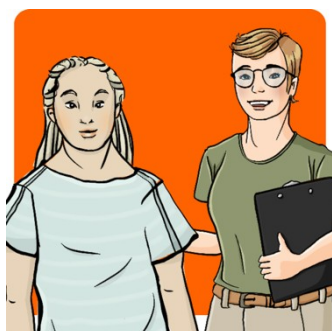
Word List



Financial counsellor

A financial counsellor is someone that knows a lot about money.

They can give you advice if you are having trouble with money.



Representative

A representative is someone who speaks for you

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