

Customer eligibility and name-screening assessment

We, ING Bank (Australia) Limited (also known as ING), may collect, hold and use your personal information to process your application in compliance with the Corporations Act, and to make a customer eligibility assessment for an ING product, and to conduct checks to help us comply with our legal and regulatory obligations, and manage our regulatory risks.

The ING Home and Contents Insurance is an ING branded product issued by Auto & General Insurance Company Limited, and distributed by Auto & General Services and us.

It is a condition of the ING Home and/or Contents Insurance Policy that ING is undertaking a relevant eligibility and name-screening assessment to our satisfaction prior to inception and at periodic times during the term of insurance. The eligibility and name-screening assessment will be against ING's lists, which may include sanctions lists. This is an eligibility criteria.

We will only be able to provide an insurance quote for, and insurance cover under, an ING Home and Contents Insurance policy where ING has completed these checks and customer eligibility assessment to our satisfaction.

To complete our checks and customer eligibility assessment, we may ask you for further information and/or supporting documentation. If we do so, this will result in some delay in providing an insurance quote or cover to you.

You will not have any insurance cover under an ING Home and Contents Insurance policy until ING has completed these checks and customer eligibility assessment to our satisfaction.