

Changing accounts



This form has three purposes:

1. **To change your Direct Debit Account** (the account from which your regular loan repayment is taken), please complete Step 1.
2. **To change your Nominated Account(s)** (the account(s) you have chosen for making one-off payments to or from your loan account), please complete Step 2.
3. **To change your Orange Everyday** which is linked to your Orange Advantage for offset purposes only, please complete Step 3.

Please return completed form to:

Email:
maintenanceprocessing.team@ing.com.au

or post to:
ING
Maintenance Processing Team
GPO Box 4094
Sydney NSW 2001

Step 1: Your Home Loan account details (Mandatory)

Your Loan Account Number

The names of all borrowers as they appear on your loan account

	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"/>

Step 2: Direct Debit Account

Please complete this section if you would like to change your Direct Debit Account. Make sure you complete all details for each account. If you do not complete all details, we will not be able to transfer funds to or from the account(s). If you have applied 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.

Name of Bank/Financial Institution		Account name (must be in the same name as the loan account)		
<input type="text"/>		<input type="text"/>		
BSB number	Account number	Payment frequency	Direct Debit amount	
<input type="text"/>	<input type="text"/>	<input type="checkbox"/> Fortnightly <input type="checkbox"/> Monthly	\$ <input type="text"/>	
<small>(Please complete if you would like us to debit more than the minimum repayment)</small>				

- ING will automatically debit any outstanding repayments from your new Direct Debit Account. You will need to advise ING if you do not wish this to occur.
- If you do not nominate an amount and you have an Action Equity Loan or Smart Home Loan, you instruct us to debit the monthly interest charge to your Direct Debit Account in accordance with the terms and conditions of your loan account.
- If you are making monthly or fortnightly Principal and Interest repayments or Interest Only repayments on your loan (excluding a Line of Credit) you instruct us to debit the monthly or fortnightly repayment amount as set out above, or in accordance with the terms and conditions of your loan account.
- Interest Only repayments can only be made monthly, on the first day of each month.
- If you require more than one direct debit, please complete a "Setting up an Additional Direct Debit" form. Any additional direct debits must be for a fixed amount.

Step 3: Nominated account(s)

The most convenient way to operate your redraw facility or make additional payments on your loan account (where applicable) is to transfer funds electronically to or from your nominated account(s). Use this section to establish your nominated account(s) for this purpose. You can nominate up to 3 accounts in addition to the Direct Debit Account, then simply select the required account each time you transfer funds. Make sure you complete all details for each account. If you do not complete all details, we will not be able to transfer funds to or from the account(s).

Name of Bank/Financial Institution	*Account name	BSB number	Account number
<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"/>

*Must be in the same name as the loan account.

Step 4: Orange Advantage

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

Name of Bank/Financial Institution	Account name	BSB number	Account number
ING	<input type="text"/>	923 100	<input type="text"/>

Important Notes:

- The Orange Everyday must be in the same name as your Orange Advantage.
- The annual fee for Orange Advantage will automatically be debited from the Orange Everyday that you have nominated above.

Step 5: Authorisation

By signing below, I/we authorise and request ING (User ID 028241) to draw money from the bank account(s) nominated in this form to our home loan.

If I/we nominated an account that is held with another Australian financial institution, I/we understand that ING will debit that account(s) through the Bulk Electronic Clearing System (BECS) as instructed by me/us in this form and with any other amount I/we instruct or authorise ING to debit under the terms and conditions of my/our home loan. I/We understand and acknowledge that this direct debit arrangement is governed by the Direct Debit Request Service Agreement outlined in this form.

If I/we nominated an eligible ING account(s), I/We understand that ING will debit that account(s) as instructed by me/us in this form and with any other amount I/we instruct or authorise ING to debit under the terms and conditions of my/our home loan.

Account holder and/or Borrower's signature	Mobile number	Work contact number	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"/>	<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>

Important information: In addition to all borrowers, the Changing Accounts 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 Request Service Agreement

This Direct Debit Request (DDR) Service Agreement is issued by ING.

Please direct all enquiries about your direct debit arrangement to the Contact Centre on 133 464.

1. 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 information relating to your nominated financial institution account confidential, except where required for the purposes of conducting direct debits with your financial institution.
- 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.

2. 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 financial institution account to enable a drawing to be made, any amount debited to your account in anticipation of that drawing being made will be reversed. A fee may apply to drawings which are dishonoured, in accordance with the terms and conditions of your ING account.
- 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 financial institution account is consistent with the account authority or signing instructions held by your financial institution for that account.
- Check your nominated financial institution account details against a recent statement from the financial institution where it is held. (Please check with your financial institution if you are uncertain).

3. 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.

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.

- We will, however, process the changes earlier, if possible.
- Where you consider that a drawing has been initiated incorrectly, you should phone the Contact Centre on 133 464.
- 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. If we conclude that a debit has not been made in error, you will be informed of this conclusion and the reasons for it.

4. Other information

- The details of your drawing arrangements are in the Direct Debit Request (on the previous page of this Direct Debit Request Service Agreement).
- 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 two or more 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.

Note: you may wish to take a copy of this agreement for your own records.