Changing accounts

This form has three purposes:

- **To change your Direct Debit Account** (the account from which your regular loan repayment is taken), please complete sections A, B & E.
- **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 sections A, C & E.
- **To change which Orange Everyday account is linked to your existing Orange Advantage** for offset purposes only, please complete sections A, D & E.

How do I submit my request?

If you have completed your application online and signed via Docusign, no further actions are required.

If you are completing this form and signing with wet ink signature, then scan and send your signed form to:

maintenanceprocessing.team.au@ing.com

Section A: Your Home Loan account details (Mandatory)

Please provide all relevant loan account number(s) to apply these changes to:

Borrower name/s

Your first, middle (if applicable) and surname as listed on your ING home loan account.

Borrower 1

Borrower 2

Borrower 3

Borrower 4

Section B: 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)

BSB number

Account number

Payment frequency ☐ Fortnightly ☐ Monthly

Direct Debit amount $

(Please complete if you would like us to debit more than the minimum repayment)

You instruct ING to debit the following from the Direct Debit Account in accordance with the terms and conditions of your loan:

- for a Principal and Interest loan, the monthly or fortnightly minimum repayment, or the amount you have nominated above as the Direct Debit amount; or
- for an Interest Only loan, the monthly interest charged on the first day of each month; or
- for an Action Equity Loan or Smart Home Loan that is fully drawn, the interest charged each month.

If you require more than one direct debit, please contact ING: ing.com.au/contact-us.

Section C: 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

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

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Section D: Update Orange Advantage Offset Nomination

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		923 100	

Important Information to understand before you nominate your offset account:

- Only Orange Everyday accounts can be used for offset purposes. We cannot link a Savings Maximiser or Savings Accelerator to your Orange Advantage home loan.
- The name/s on the Orange Everyday account must match the name/s of the Orange Advantage loan. This means;
  - if you have a joint Orange Advantage, your Orange Everyday account needs to be held in the same joint names.
  - if you hold a single Orange Advantage in only your name, you can only link an Orange Everyday account in your name, and not in joint names.
- You can only link one Orange Everyday to one Orange Advantage. This means;
  - you cannot link one Orange Everyday to two Orange Advantage home loans, and,
  - you cannot link two Orange Everyday accounts to one Orange Advantage.
- The annual fee for Orange Advantage will automatically be debited from the Orange Everyday that you have nominated above.

Section E: Authorisation

By signing below, the Borrower/s agrees and acknowledges that:

- ING is entitled to act on the instructions and authorisations provided in this form;
- each of them has received and read the Home Loan Terms and Conditions, and ING will act on all instructions given in this form in accordance with those Terms and Conditions;
- all information provided by them in this form is true and correct;
- the instructions and authorisations in this form remain in force unless or until they are revoked or replaced;
- by signing and providing us with a valid instruction in respect to your Direct Debit Request, you consent and acknowledge that:
  - you are authorised to give Direct Debit instructions on the bank account to be debited, including where that account is held in joint names;
  - at least one borrower on the loan account is also an account holder on the bank account to be debited;
  - you authorise and request ING Bank (Australia) Limited (User ID 028241) to debit your nominated account/s for the amounts stated above, and any other amount that ING has deemed payable by you under the loan accounts to which the Direct Debit Request relates, including the annual fee. For external accounts, this debit will be made through the Bulk Electronic Clearing System (BECS) from the account/s you nominate above and will be subject to the terms and conditions of the Direct Debit Request Service Agreement in this form. By signing below, 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

Account holder and/or Borrower's signature	Mobile number	Work contact number	Date of signature
			□□/□□/□□
			□□/□□/□□
			□□/□□/□□
			□□/□□/□□

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Direct Debit Request Service Agreement

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. It forms part of the terms and conditions of your DDR and should be read in conjunction with your DDR authorization.

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

1. The Direct Debit Arrangement

- By signing the Direct Debit Request in section E above, you have authorised us to arrange for funds to be debited from the account(s) nominated in this form. The terms of the arrangement are set out in the Direct Debit Request and this Direct Debit Request Service Agreement.
- You should check:
  - that your nominated account can accept direct debits (direct debiting may not available on all accounts). If in doubt, refer to your financial institution; and
  - that the account details for your external bank account are correct against a recent statement from the financial institution where it is held (please check with your financial institution if you are uncertain).
- 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 DDR.

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 debit is not a business day, ING will direct your financial institution to debit your account on the following business day. If you are unsure about which day your account has been or will be debited, you should ask your financial institution.

3. Your Commitment To Us

- It is your responsibility to ensure that there are sufficient clear funds available in your nominated account to allow a debit payment to be made on its due date in accordance with the Direct Debit Request.
- 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.
- You must advise us if your nominated account is transferred or closed, or the account details change.
- You must arrange a suitable alternative payment method if the drawing arrangements are cancelled.
- 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.

4. Your Rights

- Subject to the terms and conditions of your ING account, you may alter your debit arrangements. Instructions to do so should be received by us at least 5 working days before the due date of the debit 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 debit arrangements:

  - to stop an individual debit
  - to defer an individual debit
  - to suspend future debits
  - to alter the debit arrangements in any other way
  - to cancel the debit arrangement completely.

  You may also arrange to alter the debit 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. 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 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 debit arrangements are provided in a written, verbal or electronic form.
- ING reserves the right to cancel debit arrangements if three or more consecutive drawings are dishonoured by your nominated financial institution, and to arrange an alternative payment method with you.
- Your debit arrangements are governed by the terms and conditions of your ING account.

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