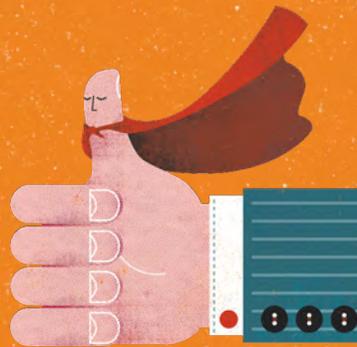


Living Super Annual Report 2012-2013



Award-winning Living Super



¹SuperRatings does not issue, sell, guarantee or underwrite this product. Go to www.superratings.com.au for details of its ratings criteria.
²Go to finance.ninemsn.com.au/money-mag for details of the Money magazine Best of the Best awards.

ING DIRECT

Spend your life well

Contents

CEO Report	3	Living Super Investments	10
Trustee Report	4	Abridged Financial Statements	18
Legislative Changes	5	Product Update	19
Sylvia’s Rollover Story	7	Finally	20
Garry’s Insurance Story	8	Contact Us	22
Market Update	9	Living Super Partners	23

The Trust Company (Superannuation) Limited ABN 49 006 421 638, AFSL 235153, RSE L0000635 is the Trustee of the ING DIRECT Superannuation Fund ABN 13 355 603 448 (Fund) and the issuer of interests in the Fund. ING DIRECT Living Super is a product issued out of the Fund. ING DIRECT, a division of ING Bank (Australia) Limited ABN 24 000 893 292, AFSL 229823, is the Promoter of the Fund. The Trustee is required to provide you with information that reasonably allows you to understand your benefit entitlements. This Annual Report to members 2012-2013, which provides general information about the performance, management and financial condition of the Fund, should be read in conjunction with your Annual Statement as at 30 June 2013. The information in this Annual Report is of a general nature only and doesn't consider your particular investment objectives, circumstances, financial situation or needs and you should consider whether it is appropriate for you. You should consider the Product Disclosure Statement and Financial Services Guide available at ingdirect.com.au in deciding whether to acquire, or to continue to hold, the product.



Living Super is a product I am incredibly proud of, not only because it brings greater competition to the Australian superannuation market, but also because it represents the ING DIRECT way of putting customers in control of their finances and providing value for money. We don't charge unnecessary fees, we offer online functionality and created the first Balanced option with no administration or management fees available to all Australians³.

Before launching Living Super, we found that 77% of Australians were not confident their superannuation would deliver a comfortable retirement and a similar proportion – 74% – did not know how their super investments were allocated⁴. We wanted to give control back to the customer by providing a range of investment options and transparency with visibility of their super balance alongside their bank balance.

In September 2012, we launched Living Super with the support of the Hon. Bill Shorten – then Financial Services Minister – who said:

“It's encouraging to see the superannuation industry ... offering new, innovative, simple and cost-effective products. These products ensure that members get a fair deal and do not pay over the odds when saving for their retirement.”

Since its launch Living Super has been recognised with six industry awards, including Canstar's Innovation Excellence award in 2013 and as the industry's most Innovative Retail Banking Product of 2013 by *Australian Banking & Finance* magazine.

In that time we have also listened to feedback from our customers and increased the maximum of the total account balance that can be invested in Direct Shares (while maintaining sufficient diversification) from 50% to 80% and added new Exchange Traded Funds and Listed Investment Companies to further enhance our investment menu. We are now providing an alternative superannuation solution for more than 14,000 Australians and managing \$408 million of retirement savings on their behalf.

We look forward to providing you with further updates through this annual report, which I encourage you to read.

Kind regards,

A handwritten signature in black ink, appearing to read 'Vaughn Richtor', written over a light-colored background.

Vaughn Richtor
Chief Executive Officer
ING DIRECT

³The source for the statement 'The first Balanced option available to all Australians with no administration, contribution or management fees' is SuperRatings Fee Research April 2012. This research included information about the default options of 372 currently available and closed superannuation funds. The accuracy of the information relied on by SuperRatings was the responsibility of the trustees of the relevant superannuation funds. Buy/Sell spreads and other incidental transaction costs apply to all managed investment scheme options, including the Balanced option. Buy/Sell spreads and other transaction costs are retained within the managed investment scheme and are not fees paid to ING DIRECT or the Trustee. The Trustee may replace one or more of the underlying investment managers which may affect the fee structure for the investment options. The Trustee may vary the fees for ING DIRECT Living Super without your consent by giving 30 days notice.
⁴The ING DIRECT Financial Wellbeing Index was compiled by Galaxy Research from the online responses of 1,015 households between 28 June and 2 July 2012 (Q2). The data was weighted by region and household size to reflect the Australian household population based on the 2011 census.

It has been an exciting year with the successful launch of ING DIRECT's Living Super product, which has shaken up the marketplace and won several high-profile awards. We are pleased at how well the market has responded to Living Super and the level of member take-up shows that we are providing a product that people want.

An evolving industry

The year ended 30 June 2013 proved to be a year of significant change in the superannuation industry. A large quantity of legislative change was introduced to streamline the administration of superannuation as well as to strengthen the prudential requirements that trustees will be subjected to in the years ahead.

Some key changes have already come into effect and others continue to be refined and will be implemented following industry and Government consultation. This changing superannuation landscape provides members with more visibility and confidence in how their money is invested and provides a stronger, more robust superannuation system.

The Trustee looks with confidence towards the raft of changes that continue to be implemented in the superannuation industry with the goal of re-enforcing the ambition of superannuation to clients so they can achieve their desired retirement outcome.

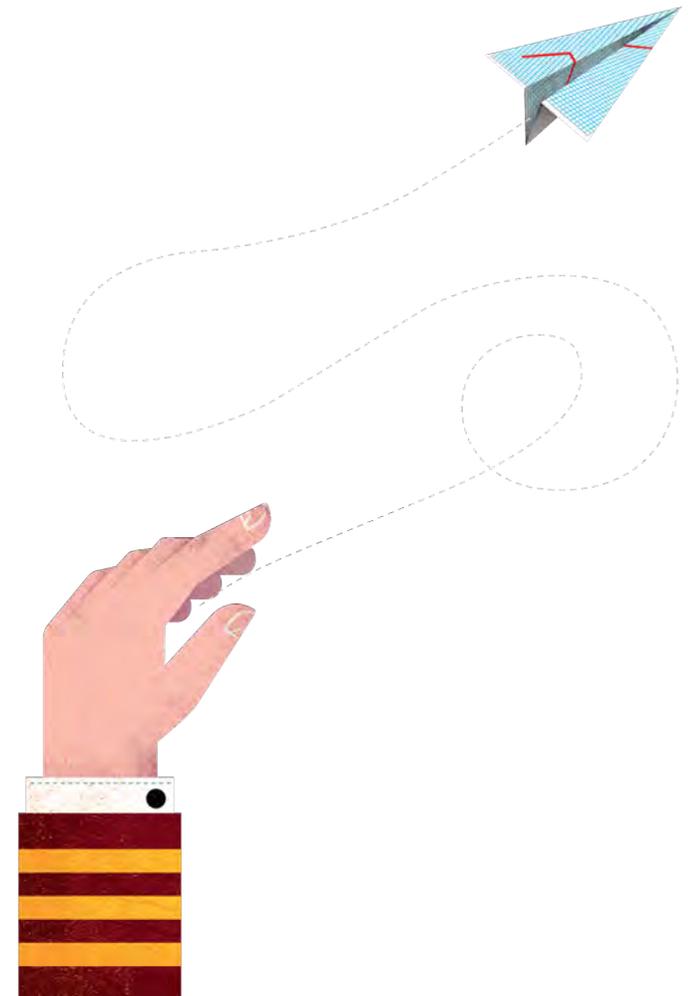
Your Trustee

The Trust Company (Superannuation) Limited, part of The Trust Company group, helps protect the retirement savings of more than 400,000 Australians and works with ING DIRECT to ensure your superannuation fund complies with relevant legislation and regulatory requirements. The Trust Company has a 125-year history of protecting and growing our clients' wealth.

Regards,



David Grbin
Chairman of the Board
The Trust Company
(Superannuation) Ltd.



With the 2013-14 financial year underway, there are a number of important legislative changes that will affect your super. These changes are designed to increase transparency, make super easier to understand, and make it work better for you.

Intra fund consolidation

New legislation requires the Trustee to implement procedures to consolidate accounts where a member has multiple accounts within a fund and consolidation is in the member's best interests. The first round of consolidation will occur before 1 July 2014.

Inter fund consolidation

Following consultation with the superannuation industry it has been decided that plans to allow the Australian Taxation Office (ATO) to proceed with inter fund consolidation of accounts with low balances, lost and inactive accounts into a member's active account, will now be reviewed in late 2014.

In the meantime, you can use our Find Your Super tool to consent to us using your personal information and the ATO database to locate your lost or unclaimed super in other funds and help you roll them into your active account with Living Super. To use the Find Your Super tool visit ingdirect.com.au go to Super & Retirement, then Calculators and tools.

More information about Living Super online

Following recommendations by the Cooper Review into Superannuation, for greater transparency you can now see more information about Living Super and our partners online. Go to ingdirect.com.au and follow the links to the Super & Retirement Brochures & Forms page. On this page you will find disclosure documents, the trust deed and a list of the key service providers for Living Super. You'll also find a link to further information about the Trustee of Living Super, The Trust Company (Superannuation) Limited, which you can follow for more information about the Trustee's people and remuneration.

Investment option dashboards and portfolio holdings

Mid next year you will be able to see a 'dashboard' for each investment option within Living Super. This will allow you to easily compare the investment return target, investment returns, level of investment risk, liquidity of the investment option and fees and costs information at a glance. The Trustee will also be required to make available information to identify each of the financial products or property in which assets of Living Super are invested.

Unclaimed superannuation money

Changes to the threshold below which accounts of inactive or uncontactable members are required to be

transferred are now in force. Inactive accounts of unidentifiable members with balances of less than \$2,000 will now be transferred to the ATO after 12 months.

Member protection abolished

Previously superannuation funds were required to refund fees to member accounts with balances of less than \$1,000, where their account included mandatory employer contributions. This protection has been abolished from 1 July 2013. Talk to our Customer Care Specialists on 133 464 or your financial adviser if you'd like to know more.

Rollovers

The timing requirements for implementing rollovers have changed for liquid investments. Prior to 1 July 2013, funds generally had a maximum timeframe of 30 days to implement a rollover request. From 1 July 2013, for funds that offer member investment choice, 30 days is still the maximum timeframe. However, the Trustee is generally required to take steps to redeem the investment as soon as practicable and, in any event, within 3 business days. The rollover must also occur within 3 business days of the Trustee receiving the proceeds of the redemption. For illiquid investments, the timeframe will depend on the particular circumstances.

SuperStream

From October 2013 Living Super will be part of the SuperStream network. This will improve the way super fund rollovers are processed and contributions are made, cutting transaction times. Tax File Numbers will also be used as the primary identifier of member accounts.

Concessional contributions caps

A temporary concessional contributions cap has been implemented for people aged 60 and over from the 2013-14 financial year and is now \$35,000. The new \$35,000 cap will also apply to people aged 50 and over from the 2014-15 financial year. This temporary cap will cease when the general concessional contributions cap reaches \$35,000 through indexing. (Note that indexing of the general concessional contributions cap has been paused at \$25,000 up to and including the 2013-14 financial year. Normal indexing resumes for the 2014-15 financial year). Go to ato.gov.au for more information.

Increases to super guarantee

Under current legislation, superannuation guarantee payments are set to rise from 9% to 12% by 1 July 2019. The first of these rises to 9.25% took effect from 1 July 2013. However, the new Federal Government has announced a deferral of the increase in the superannuation guarantee rate from 9.25% to 9.5% by 2 years to 1 July 2016. If this becomes law, the superannuation guarantee rate would reach 12% by 1 July 2021, rather than 1 July 2019.

Co-contributions

The maximum co-contribution has been reduced to \$500 for those earning equal to or less than \$33,516

and the matching rate reduced to 50%. You may be eligible for a co-contribution if you earn up to \$48,516 in the 2013-14 financial year. A number of conditions apply. Go to ato.gov.au for more information.

Low income superannuation contributions

The first payments of up to \$500 will be paid in the 2013-14 financial year to eligible members on adjusted taxable incomes of up to \$37,000. Go to ato.gov.au for more information.

High income earner contributions tax

Effective 1 July 2012, anyone earning more than \$300,000 (conditions apply) may be subject to an additional 15% contributions tax on non-excessive concessional contributions ("High Income Earner Contributions Tax"). If you are subject to this tax you will receive a division 293 assessment from the ATO and the tax levied must be paid within 21 days.

The ATO will issue you with a voluntary release authority. If you decide you would like to pay this tax from your super account you must present this form to us within 90 days of the issue date on the authority. Alternatively you can choose to pay the tax from funds outside your Living Super account. See ato.gov.au for more information.

Pension drawdown relief ceases

The pension drawdown relief (which reduced the minimum payment amounts by 25% in the 2012-13 financial year) has now ceased and the minimum payment amounts have returned to the standard rates set out in the table [above].

Age	Minimum annual payment (% of account balance)
Under 65	4%
65-74	5%
75-79	6%
80-84	7%
85-89	9%
90-94	11%
95+	14%

National Disability Insurance Scheme levy

From 1 July 2014 the Medicare levy rate will rise from 1.5 to 2% of taxable income for the 2014-15 financial year. This increase will be used to fund the National Disability Insurance Scheme.

Change in capital requirements

The capital requirements in relation to superannuation funds changed on 1 July 2013. However, there is a transition period during which the Trustee is expected to continue to comply with the capital requirements that existed prior to 1 July 2013. To satisfy those capital requirements, the Trustee has the benefit of an approved guarantee of \$5 million from a financial institution (in respect of the performance of its duties). A copy of the approved guarantee is available for perusal at the Trustee's offices.

Sylvia's Rollover Story

Novelist and freelance writer, Sylvia Massara, explains why she turned to Living Super.

Q: Why is it important to you to roll over your super into one account?

Sylvia: "It made no sense to me paying multiple administration fees – especially since my marriage ended a few years ago, and I find myself single and in my 50s, forced to start all over again. In my situation, every dollar saved counts."

Q: Why did you choose Living Super?

Sylvia: "I'm an existing ING DIRECT customer and have always liked their products. I trust the company and like the way it operates."

Q: Have you been satisfied?

Sylvia: "Very satisfied, yes. Living Super offers a range of investment choices, but with lower administration fees than most other super funds I looked at."

Q: How many old super accounts did you have?

Sylvia: "I had a number of different super accounts as I moved jobs, which during my marriage I rolled over into our self-managed super fund. Later, I went back to a major super provider, but when I saw the fees, I looked around for an alternative. I read about Living Super and, after comparing the features of both funds, decided to roll over my super benefits into Living Super."

Q: How did you find the process of rolling over your super?

Sylvia: "The process was easy with Living Super. I pretty much did everything online; then I spoke to a very helpful customer service officer who walked me through the whole

process and answered my questions along the way. It was that simple. I checked whether I would have to pay any exit fees on leaving my old super fund, and once I gave authorisation for the rollover, it was all done automatically. Again, barely any paperwork to fill out, which was great. I decided not to transfer the insurance I had with my last super provider but instead applied for new cover with Living Super. This, I did online within moments."

Q: How does it feel now that you have consolidated your super?

Sylvia: "It is empowering. I can see my account balance online and if I choose to change investment options, I can do so at any time. Of course, if I buy or sell shares to change the mix, I pay a brokerage fee and there are transaction costs for switching between the managed investment options. But it's good to know that there are currently no administration fees if I opt for the Balanced option. I like the feeling of being in control of my own account and keeping track of my investments."

Q: How was your view of superannuation and your retirement savings changed as a result?

Sylvia: "The move to Living Super has not changed my view of super as we still have to comply with often complex government laws. From the point of view of a single woman in her 50s – a novelist who lives on royalties and ad-hoc freelance work – this account is terrific. It enables me to manage my investments while knowing that Living Super has one of the lowest fee structures in the super industry."



Garry's Insurance Story

Garry Adams explains why insurance is important to him and why he turned to Living Super.

Q: Why is it important to you to have insurance?

Garry: "Insurance is important to me because it gives me peace of mind for the cost of the insurance premiums. As main income earner for my partner, my family can be confident that if the unforeseen happens, ill health — or worse, my death — the family unit's income is still assured and we're financially protected. Many people think they don't need insurance or that it is too expensive — but if I didn't have it then I would worry about what would happen if the unexpected hits, and then it is too late."

Q: What are the benefits to including insurance as part of your Living Super account?

Garry: "It's great — Living Super offers income protection, total and permanent disability and death cover. Everything is in one package. Insurance premiums are conveniently paid out of my super account, automatically, every month."

Q: What tools did you use to help you?

Garry: "I used the online insurance planner to calculate how much insurance cover I might need and then considered my personal objectives, financial situation and needs in deciding how much cover to apply for. Anyone uncomfortable with going online can apply over the telephone."

Q: How did you find the process of applying for insurance?

Garry: "That was straightforward. I liked what I saw when I went into ING DIRECT's website so I applied to transfer the insurance I had with other super providers to Living Super online. If people prefer, they can apply over the telephone. Either way, it is an easy process."

Q: What benefits has insurance given you?

Garry: "In the end it all comes back to peace of mind and knowing that my family and I are protected financially should life take an unwelcome turn."

Q: What Insurance cover do you have?

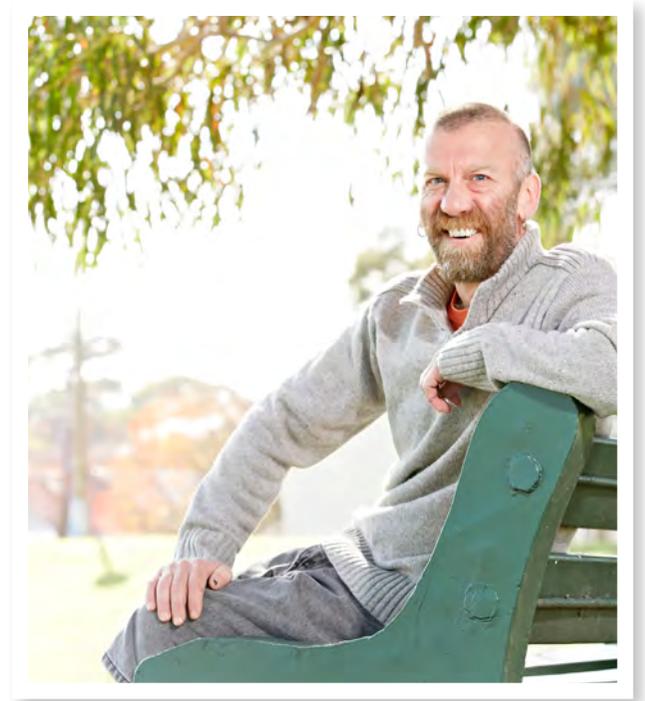
Garry: "I have Death and Total and Permanent Disability cover with fixed premiums."

Q: Are you happy with the cost of the insurance premiums?

Garry: "Yes, I am quite chuffed with the cost."

Q: Have you compared the premium costs with the fund that you were with previously?

Garry: "Looking at my account online I have compared my current premiums with what I was previously paying and I can tell you that I have the biggest smile on my face."



For the period 1 July 2012 to 30 June 2013.

A resurgence of strength in Australian and International Shares and in the Listed Property sector during 2012-13 produced the best returns in six years, boosting results for Australian super investors and enabling a recovery of ground lost during the global financial crisis.

A rewarding year ended on a flatter note, however, as a cut in official interest rates by the Reserve Bank of Australia in May signalled a weaker economic outlook and prompted selling by overseas investors. This resulted in a weaker sharemarket performance in the closing months of the financial year.

Investors in Australian and International Shares enjoyed total returns (including dividends) of more than 20%⁵. International Shares returned a stellar 30%⁵ driven in part by the weakening Australian dollar. Within the Australian sharemarket, larger companies, especially banks, healthcare companies and telcos, provided the best returns, with the top 50 outperforming the broader market.

Smaller companies, most notably small mining and mining services companies, disappointed, reflecting a resource sector running out of puff because of lower growth fears in China and consequent declines in commodity prices.

The Listed Property Market regained significant ground, slightly outperforming the Australian sharemarket over the year as increased distributions wooed back investors seeking higher yields.

Despite only slow improvement in world economic conditions, International Shares turned in a robust performance, led by the key US market – which is approximately half

of the International Shares index – and also renewed interest in Japanese Equities. The closing months of the financial year took the sheen off an otherwise exuberant 12 months as concerns grew over a shift away from monetary stimulus in the US – a positive signal for the economy but unwelcome news for some investors who fear the impact of rising interest rates on their portfolios. A banking crisis in Cyprus revived the spectre of problems in the Eurozone which had overall seen a strengthening in performance as fears of government defaults receded. Smaller European countries, however, continued to struggle and emerging markets such as Brazil, Russia, India and China, failed to match the performance of larger, developed markets.

Historically low interest rates and uncertain economic prospects took their toll on Cash and Fixed Income investments during 2012-13, resulting in no more than modest returns. Interest rates globally hit their lowest levels in decades, reflecting efforts by central banks to stimulate sluggish economies. As confidence resumed mid-year that brighter global growth lay ahead and equity markets surged, the relatively low returns from Bonds – traditionally sought for income, diversification and stability – left them trailing. Total returns for Australian Bonds were broadly in line with other Cash investments, around 3%⁵ for the year.

Internationally, total returns on Fixed Income investments were around 4.5%⁵ over the year but performance turned negative in the final months of 2012-13 when Fixed Income markets were impacted by the same global economic conditions that weakened sharemarkets.

But remember, past performance is not a reliable indicator of future performance.

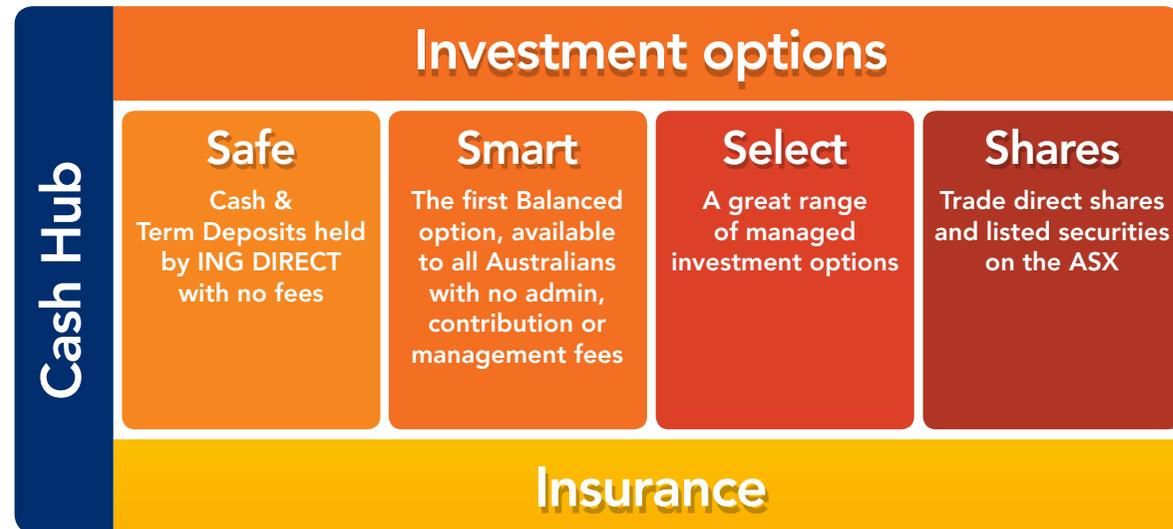
With Living Super your personal investment strategy can be as simple or as sophisticated as you like.

Investment Strategy

The Trustee has established an investment strategy for Living Super that outlines the specific risk and return objectives of each investment option. This strategy has been formulated with regard to the whole of the circumstances of Living Super including investment risk, diversification, liquidity, the ability of the Trustee to discharge existing and future liabilities, whether reliable valuation information is available, the expected tax consequences and costs. In giving effect to this strategy the Trustee may place limits on particular investment options to ensure that appropriate levels of diversification and liquidity are maintained. The investment menu is designed to offer a range of investment options that are straightforward, cost effective and flexible.

ING DIRECT Living Super investment menu

With ING DIRECT Living Super you choose how your money is invested. There is one investment menu, split into four investment categories that you can mix and match. There is also a Cash Hub (transaction account) that allows you to transfer your super between the various investment menu options. The investment menu is designed to offer you



a range of investment options that are straightforward, cost effective and provide flexibility throughout your life. The four investment categories are called: **Safe**, **Smart**, **Select** and **Shares** (see above).

Take greater control of your superannuation

ING DIRECT Living Super makes it easy to diversify and mix and match investments across any or all of these categories.

Safe

The investment options in the Safe investment category are designed for customers who want to minimise risk. You have the choice of a unitised Cash option (that is currently invested via a managed investment scheme) and a range of Fixed Rate Term Deposits. All the options in this category have no administration, contribution or management fees.⁶

Living Super Investments

Smart

The Balanced option in the Smart investment category is a pre-mixed investment solution (that is currently invested via a managed investment scheme) with 50% invested in Shares and 50% invested in Cash. This option has no administration, contribution or management fees – the first such Balanced option available to all Australians. A buy/sell spread applies to the Balanced option. This spread is a cost to you only when you buy or sell units in the Balanced option. The buy/sell spread is retained within the Balanced option to cover the costs of transactions and is not a fee paid to ING DIRECT or the Trustee.

Select

The investment options in the Select investment category enable you to choose from a variety of investment options that are currently invested via diversified or single sector managed investment schemes. For more information on these investment options, please refer to the 'Investment menu' section below.

Shares

The investment options in the Shares investment category give you the freedom and control to invest in shares in the S&P/ASX 200 and a range of Exchange

Traded Funds (ETFs) and Listed Investment Companies (LICs). You can invest a maximum of 80% of your total ING DIRECT Living Super account balance in the Shares category and you can invest a maximum of 20% of your total ING DIRECT Living Super account balance in any one security.

Things you should know

When you are choosing your investment options, you should consider the likely investment return, risk and how long you will be investing your super as well as your particular investment objectives, financial situation and needs.

Investment categories and investment options

Safe	Smart	Select	Shares	Cash Hub (Transaction account)
Cash Term Deposits 3 months 6 months 1 year 2 year (the 2 year Term Deposit is only available in Super accounts)	Balanced	Growth High Growth Australian Shares International Shares (Hedged) International Shares Australian Fixed Interest International Fixed Interest (Hedged) Australian Listed Property	S&P/ASX 200 Shares ETFs LICs	The Cash Hub is your transaction account. Depending on which account you're in, the Cash Hub is the transaction account into which all contributions, rollovers and distributions are paid, and out of which all fees, pension payments, withdrawals and insurance premiums are paid. All Term Deposits and Shares must be purchased from the Cash Hub and all proceeds from Term Deposits and Shares must be paid into the Cash Hub.

Living Super Investments

Investment menu

The investment objectives, internal benchmarks and underlying investment managers for ING DIRECT Living Super are as follows:

Category	Investment Options	Investment Objectives	Benchmark	Investment Strategies	Guidelines, Strategic Asset Allocation and Ranges	Who is this suitable for?	Risk label	Investment Horizon																		
N/A	Cash Hub	Aims to provide security of capital and regular income	RBA Cash rate less 0.75% pa before fees and taxes	Cash The strategy for the Cash Hub is to substantially invest the assets on deposit with ING DIRECT	Cash 100%	Your ING DIRECT Living Super cash transaction account	Very low risk	Any period																		
Safe	Cash Option	Aims to provide security of capital and income built into the unit price	RBA Cash rate before fees and taxes	Cash The strategy for the Cash option is to substantially invest the assets on deposit with ING DIRECT either directly or indirectly (via a managed investment scheme)	Cash 100%	Conservative or cautious investors seeking security of capital and positive income returns over time	Very low risk	Any period																		
Safe	Term Deposits	To provide stable returns with low risk of capital loss by investing in Term Deposits Terms available are: <table border="1"> <thead> <tr> <th>Option</th> <th>No. of Days</th> <th>Interest crediting</th> </tr> </thead> <tbody> <tr> <td>3 Months</td> <td>90</td> <td>On maturity</td> </tr> <tr> <td>6 Months</td> <td>180</td> <td>On maturity</td> </tr> <tr> <td>1 Year</td> <td>365</td> <td>On maturity</td> </tr> <tr> <td>2 Years</td> <td>730</td> <td>Accrued annually and paid on maturity</td> </tr> </tbody> </table>	Option	No. of Days	Interest crediting	3 Months	90	On maturity	6 Months	180	On maturity	1 Year	365	On maturity	2 Years	730	Accrued annually and paid on maturity	Cash The strategy for this option is to invest in Term Deposits issued by ING DIRECT. Investments will be for the term as selected and will be transferred to the Cash Hub on maturity unless you elect to automatically reinvest in a new Term Deposit option of the same term	Cash 100%	Conservative or cautious investors seeking security of capital and guaranteed returns for fixed investment periods	Very low risk	90 days – 2 years depending on the term selected				
Option	No. of Days	Interest crediting																								
3 Months	90	On maturity																								
6 Months	180	On maturity																								
1 Year	365	On maturity																								
2 Years	730	Accrued annually and paid on maturity																								
Smart	Balanced	Aims to provide medium to long term capital growth with income built into the unit price Aims to achieve a 2.5% average annual return above inflation (CPI) over 4 years before fees and taxes	N/A	The long term asset allocation is 50% growth assets and 50% income assets. This option invests in Cash, Australian shares, International Shares (Hedged), International Shares. The option can invest directly or indirectly (via managed investments schemes). Asset allocation is balanced back to the long term target	<table border="1"> <thead> <tr> <th>Asset Class</th> <th>Ranges</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Australian Shares</td> <td>15% to 45%</td> <td>30%</td> </tr> <tr> <td>International Shares</td> <td>0% to 20%</td> <td>10%</td> </tr> <tr> <td>International Shares (Hedged)</td> <td>0% to 20%</td> <td>10%</td> </tr> <tr> <td>Australian Fixed Interest</td> <td>0% to 10%</td> <td>0%</td> </tr> <tr> <td>Cash</td> <td>20% to 60%</td> <td>50%</td> </tr> </tbody> </table>	Asset Class	Ranges	Target	Australian Shares	15% to 45%	30%	International Shares	0% to 20%	10%	International Shares (Hedged)	0% to 20%	10%	Australian Fixed Interest	0% to 10%	0%	Cash	20% to 60%	50%	Investors who are seeking a potentially higher return than that available from Cash, who are prepared to accept a moderate exposure to growth assets	Medium to high risk	At least 4 years
Asset Class	Ranges	Target																								
Australian Shares	15% to 45%	30%																								
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Living Super Investments

Category	Investment Options	Investment Objectives	Benchmark	Investment Strategies	Guidelines, Strategic Asset Allocation and Ranges	Who is this suitable for?	Risk label	Investment Horizon																					
Select	Growth	<p>Aims to provide long term capital growth with income built into the unit price</p> <p>Aims to achieve a 3.0% average annual return above inflation (CPI) over 6 years before fees and taxes</p>	N/A	<p>The long term asset allocation is 70% growth assets and 30% income assets. This option invests in Cash, Australian Fixed Interest, Australian shares, International Shares and Australian Listed Property. The option can invest directly or indirectly (via managed investment schemes). Asset allocation is balanced back to the long term target</p>	<table border="1"> <thead> <tr> <th>Asset Class</th> <th>Ranges</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Australian Shares</td> <td>20% to 50%</td> <td>35%</td> </tr> <tr> <td>International Shares</td> <td>10% to 40%</td> <td>15%</td> </tr> <tr> <td>International Shares (Hedged)</td> <td>10% to 40%</td> <td>15%</td> </tr> <tr> <td>Australian Listed Property</td> <td>0% to 40%</td> <td>5%</td> </tr> <tr> <td>Australian Fixed Interest</td> <td>0% to 20%</td> <td>10%</td> </tr> <tr> <td>Cash</td> <td>10% to 30%</td> <td>20%</td> </tr> </tbody> </table>	Asset Class	Ranges	Target	Australian Shares	20% to 50%	35%	International Shares	10% to 40%	15%	International Shares (Hedged)	10% to 40%	15%	Australian Listed Property	0% to 40%	5%	Australian Fixed Interest	0% to 20%	10%	Cash	10% to 30%	20%	<p>Investors who are seeking a medium to long term investment and moderate – high returns, who accept the possibility of losses in capital</p>	High risk	At least 7 years
					Asset Class	Ranges	Target																						
Australian Shares	20% to 50%	35%																											
International Shares	10% to 40%	15%																											
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Australian Fixed Interest	0% to 20%	10%																											
Cash	10% to 30%	20%																											
<table border="1"> <thead> <tr> <th>Asset Class</th> <th>Ranges</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Australian Shares</td> <td>25% to 75%</td> <td>50%</td> </tr> <tr> <td>International Shares</td> <td>0% to 50%</td> <td>25%</td> </tr> <tr> <td>International Shares (Hedged)</td> <td>0% to 50%</td> <td>25%</td> </tr> </tbody> </table> <p>*While the option aims to be fully invested, a 0-5% allocation of the portfolio may be held in Cash to manage liquidity.</p>	Asset Class	Ranges	Target	Australian Shares	25% to 75%	50%	International Shares	0% to 50%	25%	International Shares (Hedged)	0% to 50%	25%																	
Asset Class	Ranges	Target																											
Australian Shares	25% to 75%	50%																											
International Shares	0% to 50%	25%																											
International Shares (Hedged)	0% to 50%	25%																											
Select	High Growth	<p>Aims to provide long term capital growth with income built into the unit price</p> <p>Aims to achieve a 3.5% average annual return above inflation (CPI) over 7 years before fees and taxes</p>	N/A	<p>The option can invest directly or indirectly (via managed investment schemes) in Australian and International Shares. Asset allocation is balanced back to the long term target</p>	<table border="1"> <thead> <tr> <th>Asset Class</th> <th>Ranges</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Australian Shares</td> <td>25% to 75%</td> <td>50%</td> </tr> <tr> <td>International Shares</td> <td>0% to 50%</td> <td>25%</td> </tr> <tr> <td>International Shares (Hedged)</td> <td>0% to 50%</td> <td>25%</td> </tr> </tbody> </table> <p>*While the option aims to be fully invested, a 0-5% allocation of the portfolio may be held in Cash to manage liquidity.</p>	Asset Class	Ranges	Target	Australian Shares	25% to 75%	50%	International Shares	0% to 50%	25%	International Shares (Hedged)	0% to 50%	25%	<p>Investors who are seeking a long term investment with high returns, who accept the possibility of losses in capital</p>	High risk	At least 7 years									
Asset Class	Ranges	Target																											
Australian Shares	25% to 75%	50%																											
International Shares	0% to 50%	25%																											
International Shares (Hedged)	0% to 50%	25%																											
Select	Australian Shares	<p>Aims to closely match the return of the Australian Shares market (income and capital growth), as measured by the S&P/ASX 200 Accumulation Index before fees and taxes</p>	S&P/ASX 200 Accumulation Index	<p>The option can invest directly or indirectly (via managed investment schemes) in shares and securities listed or to be listed on the ASX</p>	<table border="1"> <thead> <tr> <th>Asset Class</th> <th>Ranges</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Australian Shares</td> <td>95% to 100%</td> <td>100%</td> </tr> <tr> <td>Cash</td> <td>0% to 5%</td> <td>0%</td> </tr> </tbody> </table>	Asset Class	Ranges	Target	Australian Shares	95% to 100%	100%	Cash	0% to 5%	0%	<p>Investors who are seeking a long term investment in a diversified portfolio of Australian Shares who accept the possibility of losses in capital</p>	High risk	At least 7 years												
Asset Class	Ranges	Target																											
Australian Shares	95% to 100%	100%																											
Cash	0% to 5%	0%																											

Living Super Investments

Category	Investment Options	Investment Objectives	Benchmark	Investment Strategies	Guidelines, Strategic Asset Allocation and Ranges	Who is this suitable for?	Risk label	Investment Horizon									
Select	International Shares (Hedged)	Aims to closely match the return of the international share market as measured by the MSCI World ex Australia Index (net Dividends reinvested), hedged in Australian dollars before fees and taxes	MSCI World ex Australia Index (net Dividends reinvested), 100% hedged in \$A	The option can invest directly or indirectly (via managed investment schemes) in shares and securities listed or to be listed on exchanges outside Australia Currency exposures are hedged (using derivatives) up to 100% of the value of the portfolio	<table border="1"> <thead> <tr> <th>Asset Class</th> <th>Ranges</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>International Shares (Hedged)</td> <td>95% to 100%</td> <td>100%</td> </tr> <tr> <td>Cash</td> <td>0% to 5%</td> <td>0%</td> </tr> </tbody> </table>	Asset Class	Ranges	Target	International Shares (Hedged)	95% to 100%	100%	Cash	0% to 5%	0%	Investors who are seeking a long term investment in a diversified portfolio of Global Shares that is protected against the movements in currency exchange rates and who accept the possibility of losses in capital	High risk	At least 7 years
Asset Class	Ranges	Target															
International Shares (Hedged)	95% to 100%	100%															
Cash	0% to 5%	0%															
Select	International Shares	Aims to closely match the return of the International share market as measured by the MSCI World ex Australia Index (net Dividends reinvested), before fees and taxes	MSCI World ex-Australia Index (net Dividends reinvested)	The option can invest directly or indirectly (via managed investment schemes) in shares and securities listed or to be listed on exchanges outside Australia	<table border="1"> <thead> <tr> <th>Asset Class</th> <th>Ranges</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>International Shares</td> <td>95% to 100%</td> <td>100%</td> </tr> <tr> <td>Cash</td> <td>0% to 5%</td> <td>0%</td> </tr> </tbody> </table>	Asset Class	Ranges	Target	International Shares	95% to 100%	100%	Cash	0% to 5%	0%	Investors who are seeking a long term investment in a diversified portfolio of Global Shares who accept the possibility of losses in capital	Very high risk	At least 8 years
Asset Class	Ranges	Target															
International Shares	95% to 100%	100%															
Cash	0% to 5%	0%															
Select	Australian Listed Property	Aims to closely match the return of the Listed Property Securities market as measured by the S&P/ASX 200 A-REIT Index before fees and taxes	S&P/ASX 200 A-REIT Index	The option can invest directly or indirectly (via managed investment schemes) in property securities listed or to be listed on the ASX	<table border="1"> <thead> <tr> <th>Asset Class</th> <th>Ranges</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Australian Listed Property</td> <td>95% to 100%</td> <td>100%</td> </tr> <tr> <td>Cash</td> <td>0% to 5%</td> <td>0%</td> </tr> </tbody> </table>	Asset Class	Ranges	Target	Australian Listed Property	95% to 100%	100%	Cash	0% to 5%	0%	Investors who are seeking a long term investment in a diversified portfolio of Listed Property Securities and the possibility of losses in capital	High risk	At least 7 years
Asset Class	Ranges	Target															
Australian Listed Property	95% to 100%	100%															
Cash	0% to 5%	0%															

Living Super Investments

Category	Investment Options	Investment Objectives	Benchmark	Investment Strategies	Guidelines, Strategic Asset Allocation and Ranges	Who is this suitable for?	Risk label	Investment Horizon									
Select	Australian Fixed Interest	Aims to closely match the return of the Australian fixed interest market as measured by the UBS Australian Composite Bond Index before fees and taxes	UBS Australian Composite Bond Index	The option can invest directly or indirectly (via managed investment schemes) in Bonds from the UBS Australian Composite Bond Index	<table border="1"> <thead> <tr> <th>Asset Class</th> <th>Ranges</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Australian Fixed Interest</td> <td>95% to 100%</td> <td>100%</td> </tr> <tr> <td>Cash</td> <td>0% to 5%</td> <td>0%</td> </tr> </tbody> </table>	Asset Class	Ranges	Target	Australian Fixed Interest	95% to 100%	100%	Cash	0% to 5%	0%	Investors seeking a return higher than that available from Cash. Capital losses may occur over the short term and the level of income may vary from time to time	Medium risk	At least 3 years
Asset Class	Ranges	Target															
Australian Fixed Interest	95% to 100%	100%															
Cash	0% to 5%	0%															
Select	International Fixed Interest (Hedged)	Aims to closely match the return of the International Fixed Interest Market – hedged (income and capital growth) as measured by the Citigroup World Government Bond Index ex Australia, 100% hedged to Australian Dollars before fees and taxes	Citigroup World Government Bond Index ex-Australia, 100% hedged to Australian Dollars	The option can invest directly or indirectly (via managed investment schemes) in Bonds from the Citigroup World Government Bond Index ex Australia, 100% hedged to Australian Dollars	<table border="1"> <thead> <tr> <th>Asset Class</th> <th>Ranges</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>International Fixed Interest (Hedged)</td> <td>95% to 100%</td> <td>100%</td> </tr> <tr> <td>Cash</td> <td>0% to 5%</td> <td>0%</td> </tr> </tbody> </table>	Asset Class	Ranges	Target	International Fixed Interest (Hedged)	95% to 100%	100%	Cash	0% to 5%	0%	Investors seeking a return higher than that available from Cash from Global Fixed Interest Securities that are protected from movements in currency exchange, as well as an income stream. Capital losses may occur over the short term and the level of income may vary from time to time	Medium risk	At least 3 years
Asset Class	Ranges	Target															
International Fixed Interest (Hedged)	95% to 100%	100%															
Cash	0% to 5%	0%															

Living Super Investments

Category	Investment Options	Investment Objectives	Benchmark	Investment Strategies	Guidelines, Strategic Asset Allocation and Ranges	Who is this suitable for?	Risk label	Investment Horizon				
Shares	Shares	To provide direct access to the S&P/ASX 200 companies and selected ETFs and LICs listed on the ASX	N/A	Access to the S&P/ASX 200 companies and selected ETFs and LICs listed on the ASX is provided through Living Super's share broker.	<table border="1"> <thead> <tr> <th>Aggregate Holding Limit</th> <th>Maximum allocation to any single security</th> </tr> </thead> <tbody> <tr> <td>80% of total account balance</td> <td>20% of total account balance</td> </tr> </tbody> </table>	Aggregate Holding Limit	Maximum allocation to any single security	80% of total account balance	20% of total account balance	Investors who are looking for an investment in one or more single listed securities who accept the possibility of a loss of capital	See the Shares, ETFs and LICs fact sheet on ingdirect.com.au for a full list of the ETFs and LICs available and their risk labels. For the list of shares on the S&P/ASX 200 see asx.com.au . The risk label for the S&P/ASX 200 is High risk	At least 7 years
Aggregate Holding Limit	Maximum allocation to any single security											
80% of total account balance	20% of total account balance											

Investment managers

ING Bank (Australia) Limited ABN 24 000 893 292 AFSL 229823, ACL 229823 is the investment manager of the managed investment options, Cash Hub and Term Deposits. State Street Global Advisors, Australia, Limited ABN 42 003 914 225, AFSL 238276 has been appointed by the investment manager as the sub-investment manager of the assets of the managed investments other than the cash assets. The managed investment options are the Cash option and the investment options in the Smart and Select categories. ING Bank N.V. (Sydney Branch) ABN 32 080 178 196,

AFSL 234557 may be appointed by the investment manager as the sub-investment manager of a portion of the cash assets of the managed investments, Cash Hub and Term Deposits.

Single assets valued above 5% of total funds under management

At the end of the 2012-2013 financial year, the Fund had:

- 43% invested in cash on deposit with ING DIRECT;
- 44% invested in ING DIRECT Balanced Fund.

Derivative securities

The Trustee does not intend to invest directly in any futures, options or other derivative instruments. However, external managers may use derivatives in managed investment schemes in which the Trustee invests.

As such, the Trustee views the use of Derivatives within the investment options available through the Fund as acceptable for the following purposes:

- To protect the assets of the Fund against, or minimise liability from, a fluctuation in market values;
- To reduce the transaction cost of achieving the desired

asset allocation or investment profile for the Fund;

- To obtain prices that may not be available to the Fund in other markets;
- To reduce volatility and the impact on portfolio valuations of market movements; and
- To achieve adjustment of asset exposures within parameters fixed in the investment strategy.

Treatment of net earnings

Net earnings are allocated to member accounts in accordance with changes in the value of their investments (e.g. unit prices) or by the crediting of returns to member accounts (e.g. interest).

The Trustee uses four different methods and timings to value the investment options within the menu:

1. Managed investment unit pricing is updated daily.
2. The Cash Hub is valued based on relevant interest rates accrued daily and credited monthly.
3. The 3 months, 6 months and 1 year Term Deposits are valued based on relevant interest rates with interest paid on maturity. The 2 year Term Deposit interest is accrued on anniversary and paid on maturity. An Interest Rate Reduction applies if a Term Deposit is closed before the maturity date.
4. ASX listed securities prices are updated via the share broker at the most recent market price.

Managed Investment Options Performance

The tables below detail the historical performance of the investment options for the Super, Transition to Retirement and Pension accounts effective 30 June 2013. Just remember, past performance is not a reliable indicator of future performance.⁷

Effective Date: 30 June 2013

For the current interest rates applicable to the Living Super Cash Hub and Term Deposits please visit ingdirect.com.au

Super accounts							
Investment category	Investment option	1 Month (%)	3 Months (%)	6 Months (%)	1 year (%)	Since Inception (%)	Inception date
Safe	Cash option	0.31%	0.96%	1.96%	-	3.32%	3/9/2012
Smart	Balanced	-0.42%	1.55%	5.86%	-	11.16%	13/8/2012
Select	Australian Fixed Interest	-1.09%	0.15%	0.48%	-	2.39%	16/8/2012
Select	Australian Listed Property	-0.19%	3.43%	8.33%	-	15.55%	16/8/2012
Select	Australian Shares	-1.90%	-1.75%	5.51%	-	13.26%	29/8/2012
Select	Growth	-0.66%	2.18%	7.63%	-	13.01%	30/8/2012
Select	High Growth	-0.82%	3.16%	10.93%	-	18.31%	30/8/2012
Select	International Fixed Interest (Hedged)	-0.71%	-0.85%	0.36%	-	2.46%	16/8/2012
Select	International Shares	2.05%	13.19%	20.23%	-	25.06%	29/8/2012
Select	International Shares (Hedged)	-1.66%	3.23%	12.68%	-	18.20%	29/8/2012

Transition to Retirement and Pension accounts							
Investment category	Investment option	1 Month (%)	3 Months (%)	6 Months (%)	1 year (%)	Since Inception (%)	Inception date
Safe	Cash option	0.32%	0.96%	2.00%	-	3.07%	2/10/2012
Smart	Balanced	-0.41%	1.81%	7.18%	-	9.98%	2/10/2012
Select	Australian Fixed Interest	-1.00%	0.27%	0.23%	-	0.20%	2/10/2012
Select	Australian Listed Property	-0.22%	3.87%	9.45%	-	14.57%	2/10/2012
Select	Australian Shares	-2.10%	-1.94%	10.66%	-	17.56%	2/10/2012
Select	Growth	-0.68%	2.53%	8.70%	-	12.69%	2/10/2012
Select	High Growth	-0.91%	3.59%	12.37%	-	16.74%	2/10/2012
Select	International Fixed Interest (Hedged)	-0.83%	-1.01%	0.50%	-	1.65%	2/10/2012
Select	International Shares	2.31%	14.93%	-	-	15.73%	26/2/2013
Select	International Shares (Hedged)	-1.85%	3.70%	-	-	3.83%	8/3/2013

⁷The information in the tables above represents the historical performance of the managed investment options available within ING DIRECT Living Super. The performance is calculated by measuring the change in the sell price for each managed investment option over the relevant time period. The performance calculation is net of all fees and taxes that are accrued in the calculation of the unit prices, but does not include any fees and taxes that are charged directly to your account. Past performance is not a reliable indicator of future performance.

Abridged Financial Statements

The abridged financial statements for ING DIRECT Superannuation Fund are based on audited financial statements for the year ended 30 June 2013. The audited financial statements and auditor's report for the Fund will be available at ingdirect.com.au in December 2013.

Statement of Financial Position as at 30 June 2013	\$'000	Operating Statement for the year ended 30 June 2013	\$'000
ASSETS		Investment revenue	
Investments		Interest	2,829
Term deposits	117,161	Dividends	53
Australian equities	7,659	Distributions	8,816
Unlisted unit trusts	216,200	Other investment income	18
		Changes in net market values	(2,336)
Other assets		Total investment revenue	9,380
Cash and cash equivalents	68,508	Contribution revenue	
Trade and other receivables	1,838	Employer contributions	17,088
Deferred tax assets	289	Members' contributions	33,714
Outstanding investment settlements	658	Transfers from other funds	446,269
TOTAL ASSETS	412,313	Total contribution revenue	497,071
LIABILITIES		Other revenue	
Benefits payable	386	Other	3
Trade and other payables	320	Total other revenue	3
Current tax liabilities	3,337	TOTAL REVENUE	506,454
TOTAL LIABILITIES	4,043	Direct investment expenses	(22)
NET ASSETS AVAILABLE TO PAY BENEFITS	408,270	General administration expenses	
Represented by		Operating expenses	(92)
Liabilities for accrued benefits		Group life insurance premiums	(450)
Allocated to members' accounts	405,620	Total general administrative expenses	(542)
Unallocated to members' accounts	2,650	TOTAL EXPENSES	(564)
Total liability for accrued benefit	408,270	Benefits accrued as a result of operations before income tax	505,890
		Income tax (expense)/benefit	(3,048)
		Benefits accrued as a result of operations	502,842

Investment objectives

With effect from 1 July 2013 the following investment objectives have been updated.

Option	Investment Objective	
	As at 1 July 2013	Pre 1 July 2013
Balanced	CPI + 2.5%pa over 4 years, before fees and taxes	CPI + 1.5%pa over 3 to 5 years, before fees and taxes
Growth	CPI + 3.0%pa over 6 years, before fees and taxes	CPI + 2.0%pa over 5 years, before fees and taxes
High Growth	CPI + 3.5%pa over 7 years, before fees and taxes	CPI+ 2.5%over 5 years, before fees and taxes

What does this change mean for you?

If you are considering an investment, or are continuing to hold an investment, in one or more of these investment options you should consider if these investment objectives are appropriate for your circumstances.

Investment limit increase

With effect from 1 July 2013 if you have a minimum of \$10,000 total account balance, you can now invest up to 80% of your total ING DIRECT Living Super account balance in the Shares category and you can invest a maximum of 20% of your total account balance in any one listed security.

What does this change mean for you?

The maximum investment in the Shares category has increased from 50% to 80% which means you now have greater flexibility to personalise your investment strategy.

Investment strategy upon your death

With effect from 1 July 2013 in the event of our receiving notification of your death and prior to the distribution of your death benefit amount, investments within your account will be allocated as follows:

Investment in the **Smart, Select** and **Shares** categories will be sold and the proceeds subject to the Cash Hub minimum, will be invested in the Cash option in the **Safe** category. The timing of the sale of any shares or other listed securities will be at the Trustee's discretion and subject to the normal brokerage costs.

Any additional monies received to your account, including insurance proceeds, will be invested in the Cash option, subject to the Cash Hub minimum. Term Deposits will remain invested until the earlier of the maturity of the Term Deposit or the finalisation and payment of the death benefit. In the event the death benefit is to be paid prior to the maturity of the Term Deposit, the Term Deposit will be subject to the standard 31-day notice period, however the interest rate reduction penalty will not apply. The payment of the death benefit will be made only upon the completion of the standard redemption notice period for any Term Deposits. Partial payments will not be allowed. In the event a Term Deposit matures prior to the payment of the death benefit the proceeds, subject to the Cash Hub minimum, will be invested in the Cash option.

Access to the shares category and the associated administration costs will cease, but not before all share sales are settled and all outstanding dividends, distributions and corporate actions are completed. Subscriptions to premium market research will be cancelled. It may take up to five business days from the notification of your death to commence these changes and the time taken to complete these changes will be subject to the particular circumstances of your account.

What does this change mean for you?

You and your dependants can feel secure in the knowledge that your account (including any insurance amount) will be invested conservatively upon your death.

Increase to the minimum age of eligibility to apply for insurance

With effect from 1 July 2013 the minimum age from which you can apply for insurance has increased from 14 to 16.

What does this change mean for you?

This means that members under 16 will not be able to apply for insurance.

Online annual report

ING DIRECT makes this annual report available online at ingdirect.com.au.

You can request a printed copy by calling 133 464.

Indemnity insurance

The Trustee has taken out indemnity insurance.

Temporary Residents

The Australian Government requires temporary residents' unclaimed super be paid to the ATO after at least 6 months have passed since the later of:

- The date a temporary resident's visa ceased to be in effect, and
- The date a temporary resident permanently left Australia.

Once your benefit has been transferred to the ATO you need to claim it directly from the ATO. We will not notify you or provide you with an exit statement if your benefit has been transferred to the ATO. If your benefit has not yet been transferred to the ATO you may be able to claim it as a Departing Australia Superannuation Payment (DASP) regime. Full information regarding DASP procedures and current taxation rates can be found at ato.gov.au.

Privacy

The Privacy Policy details how we treat your personal

information. The following provides an overview of the key aspects of our Privacy Policy. For the purposes of the Privacy Policy the terms we, us or our refer to the Trustee and/or Promoter.

1. Collection of your personal information from you or other sources

We only collect personal information that is necessary to establish and manage your account and to provide you with further information about other products and services offered by us. We seek your consent to our collection, use and disclosure of your personal information via our application forms, our administration processes including any insurance processes and other methods by which we capture information.

2. Use and disclosure of your personal information

The primary reason that we collect, use or disclose your personal information is to establish your account in the Fund, including the verification of your identity and then administer and maintain your account in the Fund. This involves us collecting your personal information on behalf of the service providers for the Fund, including the Insurer. It may be necessary for us to disclose your personal information to certain ING Group entities or third parties in order to assist us in providing, managing and administering your account in the Fund.

These include:

- the administrator of the Fund undertaking the administration and day-to-day operation of the Fund including establishing and maintaining customer records, processing contributions, rollovers and benefits, and providing regular statements;
- the custodian of the Fund providing custody services;
- the Insurer responsible for providing insurance cover and assessing insurance claims to members of the Fund;
- the broker or share trader responsible for buying and selling of listed securities;
- the provider of financial tools and calculators on the designated Fund website;
- the ATO to conduct searches on the ATO's Lost Members Register, where permitted, and to validate member details when transferring amounts to another fund;
- organisations providing financial planning services with which ING DIRECT has entered into an agreement for them to provide financial planning advice services to members of the Fund;
- your financial adviser, your attorney appointed under power of attorney, or your appointed representative;
- entities in the ING Group or The Trust Company Group in order to service the Fund or other products you may have within these Groups;
- ING Group entities located overseas for administration and security purposes;

- ING Group entities for marketing purposes;
- organisations undertaking reviews of the accuracy and completeness of our information;
- organisations providing mailing services, document storage services, marketing bureau services (e.g. telemarketing), data verification services and printing our standard documents and correspondence;
- organisations maintaining our information technology systems and providing information technology services;
- organisations providing analysis and research regarding our products, services and customer relationships;
- organisations undertaking identity verification services to verify information about you including your identity; and
- doctors, medical services or other organisations providing services in the collection, collation or assessment of personal information (including health information) for the purpose of assessing your claim.

3. Access to your personal information

You may request access to the personal information that we hold about you and your interest in the Fund by calling ING DIRECT on 133 464 or writing to:
GPO BOX 4094
Sydney NSW 2001.

4. Receipt of information about other financial products and services

ING DIRECT may also send you information about our financial products and services from time to time. You may notify us of your decision to stop receiving such information by contacting us directly.

ING DIRECT may also supply customer information to marketing bureau services (e.g. telemarketing), or other group entities or any of the service providers in relation to the Fund for the sole purpose of those companies contacting you about their products and services. These entities may also send you information about products and services provided by them directly. You may notify the marketing bureau service or the relevant entity of your decision not to receive any further contact at the time of their call or you may notify us directly.

ING DIRECT may consider any of the personal information we collect about you or personal information that is collected by marketing bureau services, our other group entities or any service providers in relation to ING DIRECT Living Super, when contacting you about products and services. You may be contacted by electronic message (e.g. email), telephone and other means, unless you request us to stop contacting you.

5. Updating your personal information

We rely on the correctness of the information that you supply to us. Please assist us by contacting ING DIRECT if any of your personal information is incorrect, has changed or requires updating.

Eligible Rollover Fund

We may transfer your Super account or benefit to an Eligible Rollover Fund (ERF) where:

- we cannot get in touch with you; or,
- you do not respond to our requests to transfer your

Super account or benefit to another super fund; or

- you have an account balance that's less than \$1,000; or
- you have not met the minimum requirements of the Balanced option; or
- any other reason determined by the Trustee.

The ERF that we have selected is the Independent Superannuation Preservation Fund (ISPF). Its postal address is:
PO Box 1047
Milton QLD 4064.

If you would like further information on ISPF, please contact a representative on 07 3238 1296 or email ispf@ifaa.com.au

Transferring your Super account to an ERF will have the following effect on your benefit:

- you will no longer have an account in ING DIRECT Living Super;
- you will become a member of ISPF and your benefits will be invested according to the investment strategy of the ISPF;
- you will have no insurance cover in ING DIRECT Living Super and ISPF does not provide any insurance cover; and
- ISPF will charge you different fees and charges to that of ING DIRECT Living Super.



At ING DIRECT Living Super we will try our best to answer your enquiries over the phone in a prompt manner.

Please call a Customer Care Specialist on 133 464 between 8am - 8pm, Monday to Friday and 9am – 5pm Saturday (AEST/AEDT).

If it cannot be dealt with over the phone, you can send us a message via Online Banking by selecting My Messages or write to:

ING DIRECT
GPO Box 4307
Sydney NSW 2001

Making a complaint

Our Complaints Officer will review your issue and work with the Trustee to resolve the problem as soon as possible.

If, after review or a period of 90 days has passed, we cannot assist you and you would like to take the matter further, you may contact the Superannuation Complaints Tribunal (SCT) by calling 1300 884 114 or writing to Locked Bag 3060,

Melbourne VIC 3001. The Tribunal is an independent body established by the Government to help account holders of super funds resolve complaints.

For complaints (other than in relation to death benefits), you may, in writing, request:

- reason for the decision; or
- if no decision is made within 90 days, reasons for the failure to make the decision, and we will generally respond in writing within 28 days of your request (unless longer is permitted).

If your complaint is outside the jurisdiction of the SCT, you may also have the right to take your complaint to the Financial Ombudsman Service (FOS). More information is available at the FOS website www.fos.org.au. The FOS mailing address is Financial Ombudsman Service, GPO Box 3, Melbourne VIC 3001.

Housekeeping

While every care has been taken in the preparation of this annual report, the Trustee reserves the right to correct any errors or omissions.



Trustee

The Trust Company (Superannuation) Limited ABN 49 006 421 638, AFSL 235153, RSE L0000635, is the Trustee of the ING DIRECT Superannuation Fund ABN 13 355 603 448 (Fund). ING DIRECT Living Super is a product issued out of the Fund.

Promoter

ING DIRECT is a division of ING Bank (Australia) Limited ABN 24 000 893 292, AFSL 229823, ING DIRECT is the Promoter of ING DIRECT Living Super.

Insurer

The insurance cover offered by ING DIRECT Living Super is provided by MetLife Insurance Limited ABN 75 004 274 882, AFSL No. 238096.

Investment Managers

ING Bank (Australia) Limited ABN 24 000 893 292 AFSL 229823, ACL 229823 is the investment manager of the managed investment options, Cash Hub and Term Deposits. State Street Global Advisors, Australia, Limited ABN 42 003 914 225, AFSL 238276 has been appointed by the investment manager as the sub-investment manager of the assets of the managed investments other than the cash assets. ING Bank N.V. (Sydney branch) ABN 32 080 178 196, AFSL 234557 may be appointed by the

investment manager as the sub-investment manager of a portion of the cash assets of the managed investments, Cash Hub and Term Deposits.

Share Broker

The share broker for ING DIRECT Living Super is Australian Investment Exchange Limited ABN 71 076 515 930, AFSL 241400 a Participant of the ASX Group and Chi-X Australia, trading as CommSec Adviser Services.

Advice provider

The personal advice services offered by ING DIRECT Living Super are provided by Money Solutions Pty Ltd ABN 36 105 811 836, AFSL 258145.

Custodian

The custody of the managed investment assets within ING DIRECT Living Super and unit pricing are provided by State Street Australia Limited ABN 21 002 965 200, AFSL 241419.

Administrator

The administration of the accounts within ING DIRECT Living Super is provided by Financial Synergy Pty Ltd ABN 27 005 484 391.