do your thing

Savings Booster.

Terms and Conditions.

27 July 2026

ING

Do I really need to read this?

Yes! This document has a few pages and might take a little while to read. But it’s important. So grab a cuppa, put your feet up and once you’ve read it, keep it somewhere safe.

Contents

1.
It's nice to feel welcome.

Thank you for considering a Savings Booster.

The terms that apply to your Savings Booster

The terms that apply to your Savings Booster (including your use of any Interactive Service) are set out in this document and the Savings Booster Rates Schedule – together, they're called the Savings Booster Terms. Before you decide whether a Savings Booster will meet your needs, please read both carefully. You can access a copy of them at ing.com.au

The Savings Booster Terms apply from the time we open a Savings Booster in your name.

What does that word mean?

Some words in the Savings Booster Terms have special meanings. These are explained in 'Explaining words in plain English' in paragraph 14.

2.
Open sesame!

■ 2.1 Who can open and operate a Savings Booster?

A Savings Booster can be opened in one person's name, or jointly in the names of 2 people.

To have a Savings Booster, each account holder must:

- be an individual aged 18 years or older
- be an Australian resident for tax purposes
- have and maintain a valid Australian phone number and Australian residential address
- have an Eligible Orange Everyday account
- not already have a Savings Booster in the same name (or names)
- agree to receive notices and communications from us electronically, and
- satisfy our customer identification requirements, including by providing us with all information, documentation and certifications that we reasonably request to confirm your identity and determine your Foreign Tax Residency Status.

If your application for a Savings Booster is successful, you'll be able to start transacting on your Savings Booster straight away.

Joint Accounts

If you have a joint Account, each of you is jointly and individually:

- bound by the Savings Booster Terms, and
- liable for any transaction on your Account, and any amount you owe us in relation to your account.

If one joint account holder passes away, we treat the balance of the Account as belonging to the living account holder.

Attorneys

Once your Savings Booster is open, you can appoint an Attorney to operate your Account for you.

If you want to appoint an Attorney, you'll need to:

- give us your Attorney's details by completing a Power of Attorney Details Form and providing the information and documents we ask for, and
- make sure that your Attorney follows the Savings Booster Terms.

If you no longer want your Attorney to be able to operate your Account, please let us know as soon as possible.

■ 2.2 I need an Orange Everyday – what does that mean?

To open and keep a Savings Booster, you must have at least one Eligible Orange Everyday account. If you no longer have an Eligible Orange Everyday account, you will no longer be eligible to hold a Savings Booster.

The Orange Everyday Terms and Conditions and Orange Everyday Fees and Limits Schedule are available at ing.com.au

3.
It's all adding up.

Interest can sometimes seem tricky, but we've tried to make it simple.

■ 3.1 Rates

Different interest rates may apply to your Account, and more than one rate may apply at the same time. Limits and conditions may apply to each rate, including balance caps and eligibility criteria.

For details of current rates, limits and conditions see the Savings Booster Rates Schedule.

We may also make special promotional interest rate offers available from time to time. The rates, limits and conditions will be set out separately to the Savings Booster Terms.

All rates and their limits and conditions are variable and may change at any time. We will tell you about any changes (see paragraph 10).

■ 3.2 How we calculate and apply interest

Interest is calculated daily by applying the relevant rate to the daily balance of your Account subject to any applicable eligibility requirements, and up to any applicable balance cap.

■ 3.3 How interest is paid

Any interest that you earn is paid into your Account at the end of each month and will be available the next day.

4. Money in, money out.

4.1 General

Before we give you all the nuts and bolts of your Savings Booster, here are a few general things you need to know about deposits, withdrawals and balances.

- We'll process deposits and withdrawals as soon as we can but not necessarily on the day we receive them.
- If there's an error on your Account, including where funds are credited or debited in error, we may need to adjust your deposits, withdrawals and balance to accurately reflect the true position of the Account.

4.2 Operating a joint Account

For joint Accounts, each of you can operate the Account on your own, and we'll accept instructions from either of you. We call this an 'any to operate' authority.

Alternatively, you can tell us that the Account can only be operated by both of you together. We call this 'all to operate' authority and it means we will only accept instructions to operate the Account if they come from both of you.

We will not be liable for any loss or damage you or anyone else suffers as a result of us acting on, or refusing to act on, instructions given in line with the authority on the Account.

4.3 Making deposits

You can make deposits to your Account using the methods we make available, including by:

- using an Interactive Service to transfer funds from another ING account you hold (individually or jointly with another person) that is enabled to transfer funds to your Account (such as an Orange Everyday account);
- arranging for money to be transferred from another bank account using the ING BSB (923-100) and your Account number (which you can find in an Interactive Service or your statement).

We can't accept deposits by international drafts or cash.

We may not accept a deposit to your Account if it would result in your total Savings Booster accounts balances (whether in individual or joint names) exceeding $5,000,000.

■ 4.4 Making withdrawals

You can only make withdrawals from your Account by using an Interactive Service to transfer funds to another ING account you hold (individually or jointly with another person) that is enabled to receive funds from your Account (such as an Orange Everyday account).

Scheduled transfers can only be made if there are sufficient cleared funds in your Account. These funds need to be in your Account by midnight the business day before the withdrawal is scheduled.

If there are insufficient cleared funds when we process the scheduled transfer, that transfer will be cancelled. Future scheduled transfers will still happen.

If the scheduled transfer falls on a non-business day, it will generally happen the next business day.

■ 4.5 Your instructions

We can act on your instructions for any transaction. Instructions can only be cancelled or changed as set out in the Savings Booster Terms. You are responsible for giving us the correct instructions.

If we can't carry out your instructions:

- the transaction may not be processed
- we may delay processing the transaction, or
- we may ask for more information before carrying out the instructions.

■ 4.6 Overdraw

We do not provide any credit on your Account. You can only withdraw funds up to the available balance of your Account.

In some cases, a transaction may cause your available balance to go below zero. This may happen, for example, when a transaction occurs during a system outage. If this happens, your Account will be 'overdrawn'.

If your Account is overdrawn, you must immediately pay back the overdrawn amount.

If we close your Account because it's overdrawn, the final statement may show a zero balance, but you'll still need to repay what you owe us, unless we tell you otherwise.

■ 4.7 We may set off or combine your accounts with us

If you have another account with us, we may without notice:

- use some or all of your Account balance to pay any amount you owe us under other accounts (including loans) in the same name.
- combine your Account with those other accounts.

We may do this without telling you first, but if we do, we'll let you know promptly afterwards.

If we combine accounts, we'll follow the Code of Operation: Recovery of Debts from Customer Nominated Bank Accounts in receipt of Services Australia income support payments or Department of Veterans' Affairs payments.

■ 4.8 Account statements

Statements for your Account will be provided every 6 months. However, you can ask for a statement at any time.

Statements are provided electronically. We'll email you when a new statement is available.

You can access statements for up to 7 years through an Interactive Service, or by calling us.

Each statement shows all transactions on your Account since the last statement. Check your statements carefully. If you think there's a mistake or an authorised transaction, tell us straight away (see 'R.E.S.P.E.C.T.' in paragraph 13).

■ 4.9 Cancelling or changing instructions

Transfers between ING accounts

Internal transfers between your Account and another of your eligible ING accounts cannot be stopped or suspended, as these transfers occur immediately. You will need to give us new instructions to transfer those funds back to the originating ING account.

Deposits from external sources

A deposit to your Account using BSB and Account number can only be stopped or suspended by contacting the depositor or financial institution making the deposit.

Scheduled transfers

If you've set up a scheduled transfer from one of your ING accounts into your Account, you can stop or change it through an Interactive Service at least two full business days before the transaction is scheduled to occur. Otherwise, it cannot be stopped or changed.

■ 4.10 Attorneys

Your Attorney can only transact on your Account by calling us on 133 464 or sending a written request. They'll need to provide your Client Number and answer identity questions. They cannot access an Interactive Service or change your Access Code.

■ 4.11 Misuse of promotions

We may offer promotions, including promotional interest rates, bonuses, credits or rewards. If you access these in a way that, in our reasonable opinion, is not satisfactory or not in line with the intent of the offer we may refuse to honour the promotion or reclaim any benefit we paid you.

5. The nitty gritty of using an Interactive Service.

The Interactive Services belong to ING. We may make them available for you to use from time to time, subject to the Savings Booster Terms (and any additional terms that apply to a particular Interactive Service). The range of services available may differ between the Interactive Services.

■ 5.1 Your Client Number and Access Code

To access your Account through an Interactive Service you need your Client Number and Access Code.

We'll give you a Client Number when you first open an account with ING.

Depending on how you apply, you may choose an Access Code during the application process or we'll give you a Temporary Access Code.

If we give you a Temporary Access Code, you'll need to choose your own Access Code the first time you use an Interactive Service. We'll explain how to do this when you log in.

You may also access your Account by phoning a Customer Care Specialist, providing your Client Number and answering some key identity questions.

For joint Accounts, each account holder will be given a separate Client Number and must individually use an Interactive Service with their own Client Number and personal Access Code.

■ 5.2 Transactions via an Interactive Service

You can use an Interactive Service to do things like:

- transfer money between your Savings Booster and other eligible ING accounts in your name
- change your Access Code
- view your Account balance
- get details of transactions on your Account (including statements)
- change your contact details.

■ 5.3 Deposit discrepancies

If there is a discrepancy between a deposit amount recorded on an Interactive Service and the amount we've recorded as received into your Account we'll:

- notify you of the difference as soon as possible, and
- advise you of the actual amount credited to your Account.

Confirmation of transactions

You can confirm Account transactions by:

- using an Interactive Service, or
- calling us on 133 464.

If this occurs, the amount we've recorded as received into your Account is conclusive evidence of the amount received into your Account. However, if you disagree, you can show us evidence that the amount is incorrect.

■ 5.4 Keeping track of transactions

When you withdraw funds from your Account via our Interactive Service, we'll give you a receipt to confirm your transaction.

If you're speaking with a Customer Care Specialist, we'll give you a verbal receipt, unless you tell us at the time you don't want one.

Save your receipt details for your records and check them against the relevant statement.

If you believe there is an error or if you have any other concerns, let us know straightaway (see 'R.E.S.P.E.C.T.' in paragraph 13).

■ 5.5 System failures and maintenance

We may temporarily withdraw or deny access to any Interactive Services without prior notice to you for repairs, maintenance or reasons of security.

■ 5.6 Restricting access

We may, without notice, cancel or suspend access to the use of an Interactive Service if you are travelling to or residing in a sanctioned jurisdiction. A list of sanctioned jurisdictions may be found on our website.

■ 5.7 Things change

We may, acting reasonably, extend or reduce the information and range of services for our Interactive Services at any time without providing notice to you.

6. Your security and Codes.

6.1 Enhanced Security Measures

When you're using an Interactive Service or contact us to initiate a transaction, there may be times when you need to use our Enhanced Security Measures. The Enhanced Security Measures are in place for both your protection and ours.

If you don't use the Enhanced Security Measures when asked, you may be:

- denied access to our Interactive Service, and/or
- unable to conduct transactions on your Account.

Where we hold an email address for you we may also send an email confirming certain transactions.

If you're unable to use our Enhanced Security Measures, please call us on 133 464 to discuss alternative options.

6.2 Keeping your Codes secret

It's important to take all reasonable precautions and follow the Code Security Requirements set out below to ensure your Codes and Client Number are not misused, and remain secure and confidential.

You must comply with the following Code Security Requirements:

- You must not tell anyone your Codes, including any member of your family, your Attorney or any other person. However, we may ask you to provide your Code in the following specific circumstances:

- When you call one of our Customer Care Specialists to perform a transaction, we may ask you to tell us the one-time passcode that we provide by SMS to your registered mobile number. You should provide it to us so that we can process the transaction.

Note: we will never call you to perform a transaction and ask for your Codes – if anyone does this, you should hang up and call one of our Customer Care Specialists immediately.

- When you speak with one of our Customer Care Specialists, we may need to verify your identity (including where you request to update your personal details) – to do so, we may ask you to tell us the one-time passcode that we provide by SMS to your registered mobile number and you should provide it to us so that we can verify that we are speaking with you.

▪ You must not let anyone else, whether acting as your agent or not, access our Interactive Service using your Client Number and Codes.

▪ You must not select a Code that would be easy for someone to guess, such as repeated, ascending or descending numbers, or numbers representing your birth date, Client Number or a recognisable part of your name.

▪ You must not keep a record of any Code (without making a reasonable attempt to protect the security of the Code).

▪ You must not be careless about protecting the security of your Codes.

As soon as you realise or suspect anyone else knows any of your Codes (including your Access Code) or that there has been an Unauthorised Transaction, **contact us immediately** by calling 133 464. For contact hours, please visit ing.com.au

It's important that you tell us as soon as you realise or suspect anyone else knows any of your Codes (including your Access Code), or if any of your Codes is lost, stolen or used without your permission. If you don't, you may be liable for any transactions that occur on your Account, including all associated fees and charges – see 'Who's responsible' in paragraph 7.

If you realise or suspect anyone else knows your Access Code, we'll ask you to select a new Access Code. If you don't select a new Access Code when asked, a stop will be placed on the relevant service until you do so.

If we know or suspect that anyone else knows any of your Codes, a stop may be placed on access to Interactive Services using your Client Number. In that event, you can contact us for a new Access Code and have the stop removed.

7.
Who's responsible?

If things don't go according to plan it's good to know what happens next. This section explains what happens if someone accesses your Account without your knowledge or consent.

Unauthorised Transactions are transactions made without your knowledge or consent. An Unauthorised Transaction does not include:

- a transaction you make, or
- a transaction anyone else makes with your knowledge and consent (for example, if you give another person a Code that authorises a transaction), or
- a transaction made because you breached the Code Security Requirements by:
  - voluntarily giving your Codes to a third party
  - writing down your Codes without making a reasonable attempt to hide or protect them
  - acting with extreme carelessness (as defined in the ePayments Code) in failing to protect your Codes, or
  - delaying reporting the misuse, loss or theft of your device or breach of the Code Security Requirements.

If you think you've been the subject of a scam or if any of the Code Security Requirements have been breached, contact us immediately.

■ 7.1 When you're not liable

You're not liable for losses you incur from an Unauthorised Transaction that:

- relates to any Code or Identifier that is forged, faulty, expired or cancelled

- arises from transactions made through an Interactive Service that require your Codes before you've received them
- is caused by fraud or negligence of our employees, agents, or those of companies involved in networking arrangements with us
- results from a transaction being incorrectly debited to the Account more than once
- happens after you've told us that your Codes have been breached, lost, stolen or used without your permission
- happens and it's clear you haven't contributed to the loss, or
- result from a transaction that can be made using an Identifier without a Code.

■ 7.2 When you'll have limited liability

If it's not clear whether you've contributed to a loss from an Unauthorised Transaction that required one or more Codes, the amount of your liability will be limited to the lowest of:

- $150
- the actual loss at the time we're told that the security of your Codes was breached, and
- the balance of your ING accounts

■ 7.3 When you'll be liable

If we can prove on the balance of probability that you contributed to the loss from an Unauthorised Transaction:

- through your fraud
- by failing to follow the Code Security Requirements
- where more than one Code is needed to make a transaction and we prove:
  - that the security of one or more Codes (but not all required Codes) has been breached, and

- the breach of Code security was more than 50% responsible for the losses when assessed together with all contributing causes

then you are liable in full for actual losses that occur before the loss, theft or misuse of your Code or a breach of the Code Security Requirements is reported to us.

However, you will not be liable for any loss in excess of the balance of your ING accounts.

Warning: account aggregation service

Some companies provide account aggregation services that let you view account information from different institutions on one webpage. To use these services you usually need to give the service provider your account details and Codes.

We do not endorse, promote or authorise using account aggregation services in connection with your Account or an Interactive Service.

Remember, if you give your Codes to another person you'll be liable for any transactions they make on your Account using those Codes.

■ 7.4 Liability for unreasonably delaying notification

If we can prove on the balance of probability that you contributed to a loss from an Unauthorised Transaction by unreasonably delaying telling us that your Codes have been compromised after you became aware of the loss, theft or breach, you will be liable for the actual losses between:

- the time you first became aware (or should reasonably have become aware) that your Codes had been compromised, and
- the time the compromise was reported to us.

However, you will not be liable for any loss in excess of the balance of the account from which the money was transferred.

■ 7.5 Liability caused by equipment malfunctions

You're not liable for any loss caused by a system or equipment in a shared electronic network accepting your transaction but failing to complete it properly due to a system or equipment failure.

However, if you knew, or should have known, that the system or equipment was unavailable or not working properly, our responsibility will be limited to:

- correcting errors in your Account, and
- refunding any charges or fees you incurred as a result.

We're not responsible for any of the following unless it's a direct result of something we did or our negligence:

- errors, inaccuracies, interruptions, viruses or defects due to any system or equipment failing to complete a transaction
- delays due to any network, system or equipment failing to support the Interactive Service, or
- any Interactive Service or equipment failing to complete your transaction.

If we're responsible, our liability is limited to the cost of providing the service again.

8. Mistaken payments.

■ 8.1 Mistaken Internet Payments

When someone has mistakenly paid into your account.

If someone makes a Mistaken Internet Payment into your Account, you are not entitled to those funds, no matter how long they've been there.

- **Reported within 10 business days of making the payment.** If you have sufficient funds in your Account, we may, without notice, take funds up to the total amount of the Mistaken Internet Payment from your Account and return them to the other financial institution.
- **Reported between 10 business days and 7 months of making the payment.** If you have sufficient funds in your Account, we may, without prior notice, place a hold on funds in your Account up to the amount of the Mistaken Internet Payment. Once we tell you about the Mistaken Internet Payment, you will have 10 business days to provide evidence that you are entitled to the funds. If we are not satisfied that you are entitled to the funds after 10 business dates, we will take funds up to the total amount of the Mistaken Internet Payment from your Account and return them to the other financial institution.
- **Reported after 7 months of making the payment.** If you have sufficient funds in your Account, we will contact you to discuss returning the funds. If you agree to return the funds, we will take funds up to the total amount of the Mistaken Internet Payment from your Account and return them to the other financial institution.

- **Reported at any time but we aren't satisfied that a Mistaken Internet Payment occurred.** If we receive a written request from another financial institution for the return of funds deposited into your Account as a Mistaken Internet Payment, but we're not reasonably satisfied that a Mistaken Internet Payment occurred, we may contact you to discuss returning the funds. If you agree, we will take the funds and return them to the other financial institution.
- **Reported at any time but your Account does not have sufficient funds.** If your Account balance is less than the Mistaken Internet Payment amount, we will decide, in line with the ePayments Code, whether we should:
  - pursue the return of the full amount of the Mistaken Internet Payment
  - pursue the return of a partial amount of the Mistaken Internet Payment, or
  - not pursue any return at all.

  If we decide to return the full amount, we will try to get the funds from you (which may include arranging repayment by instalments).

Let us know as soon as possible if you are experiencing financial difficulty.

When recovering funds for a Mistaken Internet Payment, we'll follow the Code of Operation: Recovery of Debts from Customer Nominated Bank Accounts in receipt of Services Australia income support payments or Department of Veterans' Affairs payments.

When you have made a payment to the wrong account

You cannot make payments from the Savings Booster through pay anyone. Because of this, Mistaken Internet Payments cannot be made from the Account.

■ 8.2 Misdirected Payments received from another financial institution

You agree that we may, without notice, take funds from your Account if:

- we receive a written request from another financial institution for the return of funds deposited into your Account as a Misdirected Payment, and
- based on our investigations, we are reasonably satisfied that the funds were deposited as a result of a Misdirected Payment.

To resolve the Misdirected Payment, we will take funds up to the total amount of the Misdirected Payment from your Account and return them to the requesting financial institution. If your Account balance is less than the Misdirected Payment, we'll take the remaining balance and pay it to the requesting financial institution.

When recovering funds for a Misdirected Payment, we'll follow the Code of Operation: Recovery of Debts from Customer Nominated Bank Accounts in receipt of Services Australia income support payments or Department of Veterans' Affairs payments.

■ 8.3 Unauthorised, illegal or fraudulent funds received from another financial institution

You agree that we may, without notice, take funds from your Account, if:

- we receive a written request from another financial institution for the return of funds deposited into your Account on the basis that they were connected to any unauthorised, illegal or fraudulent activity, and
- based on our investigations, we are reasonably satisfied that the funds were connected to any unauthorised, illegal or fraudulent activity.

If your Account balance is less than the value of those funds, we'll take the remaining balance and pay it to the requesting financial institution.

9. Putting the brakes on.

■ 9.1 When we can restrict your Savings Booster

Sometimes we may need to put a stop or freeze on your Account or delay certain transactions. This could be to protect you, your Account or us.

- A 'stop' means you can't make withdrawals.
- A 'freeze' means you can't make deposits or withdrawals.
- A 'delay' means a delay to when a transaction is processed.

We may put a stop or freeze on your Savings Booster, or delay certain transactions if:

- you don't give us information that we reasonably ask for to verify your identity or Foreign Tax Residency Status, or to assess the risks arising from our relationship with you, including source of funds or source of wealth
- you don't choose a new Access Code when asked (see 'Keeping your Codes secret' in paragraph 6.2)
- you haven't given us your mandatory security details
- we know or suspect that your Codes are no longer secure (see 'Keeping your Codes secret' paragraph 6.2)
- you no longer have an Eligible Orange Everyday;
- we've received returned mail because you haven't told us about a change of address (see 'Notices and return mail' paragraph 10.5)
- you haven't made a withdrawal from, or deposit to, your Account for 2 years or more

- you haven't used your Account in a way we reasonably consider satisfactory, including where we reasonably consider that it's being used to cause harm to you or another person
- we reasonably suspect that your Account, any other ING account that you hold, or an Interactive Service is being used unlawfully, or in connection with possible fraud or scam activity, or in any way that might otherwise cause you or us to lose money
- you have lost or misused any Enhanced Security Measure we've given you
- we're required to do so by court order or by law
- we're required to do so to comply with any direction or instruction from a government body or agency, such as the Australian Taxation Office or ASIC
- you pass away
- we reasonably determine that you have used your Account for business purposes
- we reasonably believe that not taking action would cause us to breach a law or court order, or would represent an unacceptable level of risk for us because:
  - we reasonably believe you've moved to a country, or your Account has received funds from or sent funds to a country that is sanctioned or that we determine is 'ultra-high risk' given our obligations under AML Laws and Sanctions Laws (contact us for information on relevant countries)
  - you fail to give us information or documents we've asked for to comply with a relevant law (including to confirm your Foreign Tax Residency Status or verify your identity under AML Laws and Sanctions Laws), or
  - we reasonably believe that continuing our relationship with you poses an unacceptable risk to us given our obligations under AML Laws and Sanctions Laws, or

- you access a promotion in a way that, in our reasonable opinion, is not satisfactory or in line with the intent of the promotion, or
- we otherwise reasonably consider it appropriate given our legitimate business interests and/or the regulatory or reputational risk of not taking action.

You won't be able to access your Savings Booster while a stop or freeze is in place. To find out how the stop or freeze can be lifted, just call 133 464.

■ 9.2 How you can close your Savings Booster

In most cases, you can close your Account through an Interactive Service. If you need assistance, you can call 133 464 or send us a message through an Interactive Service.

If you pass away, your Attorney or the executor or administrator of your estate should contact us so we can advise what documents are needed.

■ 9.3 When we may close your Savings Booster

We aim to give you at least 14 days notice if we decide to close your Account. This may happen, for instance, where:

- you no longer hold an Eligible Orange Everyday
- you haven't made an initial deposit and have a zero balance after 90 days, or
- you haven't made a withdrawal from, or deposit to, your account for 2 years or more.

In some cases, we may close your Account immediately or refuse to process transactions without giving you any prior notice if:

- we cannot verify your identity, or source of funds or source of wealth
- we cannot determine your Foreign Tax Residency Status under the law, including where you don't give us information we ask for

- we reasonably suspect that your Account, any other ING account that you hold, or an Interactive Service is being used unlawfully, or in connection with possible fraud or scam activity, or in any way that might otherwise cause you or us to lose money
- we're required to do so by court order or by law
- we're required to by a direction or instruction from a government body or agency, such as the Australian Taxation Office or ASIC
- we reasonably determine that you have used your account for business purposes
- we reasonably believe that keeping your Account open (or processing certain transactions) would cause us to breach a law or court order or would represent an unacceptable level of risk for us because:
  - we reasonably believe you've moved to a country, or your Account has received funds from or sent funds to a country that is sanctioned or that we determine is 'ultra-high risk' given our obligations under AML Laws and Sanctions Laws (contact us for information on relevant countries)
  - you don't give us information or documents we've asked for to comply with a relevant law (including to confirm your Foreign Tax Residency Status or verify your nationality in accordance with AML Laws), or
  - we reasonably form the view that you are 'high risk' given our obligations under AML Laws considering the risks posed by your Foreign Tax Residency Status (including where you don't give us information we ask for)
  - we reasonably believe that continuing our relationship with you puts us at an unacceptable level of risk of breaking AML Laws and Sanctions Laws, or

- you access a promotion in a way that, in our reasonable opinion, is not satisfactory or in line with the intent of the promotion
- you have not used your Account in a way we reasonably consider to be satisfactory, (including where it's being used to cause harm to you or another person), or
- we otherwise reasonably consider it appropriate to close the Account given our legitimate business interests and/or the regulatory or reputational risk of not closing it.

■ 9.4 Account closure

Before the Account is closed any amount you owe us must be paid, including any overdrawn amount.

You remain liable for all transactions and/or government charges made before or at the time of closing the Account.

On the date your Account is closed, we'll transfer any credit balance of the Account, including any accrued interest, to a bank account which you instruct us to, or pay this amount to you by cheque.

■ 9.5 Anti-Money Laundering and Counter-Terrorism Financing

Notwithstanding any other rights we have, we may be required under AML Laws to:

- collect further information about you
- disclose information relating to you or your Account to Australian and overseas regulators and others, and
- take other action required by law.

10. Things change.

■ 10.1 We may change these conditions

We may change any of the terms that apply to the Savings Booster, including the Savings Booster Terms, at any time for reasons including:

- to comply with any change or expected change in any relevant law, code of practice, guidance or general banking practice
- to reflect any decision of a court, external dispute resolution scheme or regulator
- to reflect a change in our systems or procedures, including for security reasons
- because of changed circumstances (including by adding or removing benefits or features)
- to address changes to the cost of providing ING products and services to you
- to respond to changes in the cost of providing Savings Booster, including changes in our funding costs and changes to the official cash rate, or
- to make them clearer.

If you are unhappy with any change we make, you may close your account (see 'How you can close your Savings Booster' in paragraph 9.2).

■ 10.2 We'll give you notice of any changes

When we'll tell you about a change

We'll give you at least 30 days written notice (longer if required by law or any code we follow) of any change that:

- increases or introduces a new fee or charge
- introduces, removes or changes any daily or periodic transaction limit

- increases your liability for losses from using an Interactive Service to transact on your Account
- changes the method of calculating interest which may result in you receiving less interest
- reduces the frequency of crediting interest to your Account
- introduces or reduces the balance range to which an interest rate applies, or
- is any other change we believe is unfavourable to you.

We'll tell you about other changes as soon as reasonably possible.

In some cases, we may give you less notice or no notice of a change (including an unfavourable change) but only if:

- the change is needed immediately to restore or maintain the security of system or individual facility, including preventing fraud or other criminal activity
- the change is necessary for us to manage a material and immediate risk, or
- a government charge is introduced or changed and it's not publicised by a government, government agency or representative body.

How we'll tell you about the change

We may give you notice of any changes in writing (including electronically) or by advertising in national or local media.

Where we give notice electronically, we may do so by:

- email or SMS, or
- publishing the notice in an Interactive Service or on our website – in which case we'll send you an email or SMS to let you know it's available.

■ 10.3 Change of name and address

You need to tell us when any of the following changes:

- your or your Attorney's name
- your or your Attorney's phone number
- your or your Attorney's mailing or residential address
- you revoke your Power of Attorney.

We'll need certified copies of any documents we reasonably ask for to verify any name change.

■ 10.4 Change of Foreign Tax Residency Status

If you believe your Foreign Tax Residency Status has changed, you need to tell us within 30 days.

We may ask you to provide additional information, documents and certifications about your Foreign Tax Residency Status. If you don't give us what we reasonably ask for by the time we need it, we may seek the information from a third party. We may also need to close or place restrictions on your Account (see 'Putting the Brakes on' in paragraph 9).

■ 10.5 Notices and returned mail

In some cases, we may send notices to your mailing address instead of electronically. For security, we may send some confidential information to your residential address.

If you and a joint account holder have the same mailing address, we will send one notice addressed to both of you. However, in some cases we may send notices separately to each of you at your residential address for security reasons.

If you change your mailing, residential or email address and don't tell us, we can still send notices to the address we have on record. If we receive returned mail because you haven't updated your contact details, we may place a stop on your Account (see 'When we can restrict your Savings Booster' in paragraph 9.1).

11. This is no time for decaf.

This section contains important banking information you should know about.

11.1 When we may act

If we need to act on a day that's not a Business Day, we may act on the next Business Day.

11.2 The Banking Code of Practice

ING has adopted the Banking Code of Practice published by the Australian Banking Association. The relevant provisions of this Code apply to your Savings Booster. This means the Banking Code of Practice will apply when we provide services to you.

You can view a copy of the Banking Code of Practice on our website or contact us for assistance.

11.3 The ePayments Code

ING will follow the ePayments Code as it applies to your use of the Savings Booster. We have done our best to make sure Savings Booster Terms are consistent with the ePayments Code. However, if there is any difference, the processes and requirements in the ePayments Code will apply.

11.4 Privacy and confidentiality

At ING we recognise that privacy and security of personal information is important to our customers. We respect the confidentiality and security of your personal information and are committed to protecting it.

We have a general duty under the Privacy Act and the Banking Code of Practice to keep information about you confidential except in certain cases (for example, where the law requires us to disclose information about you or where you agree to us disclosing your information).

For more information on our commitment to privacy, please see the Privacy Statement in paragraph 12 or visit ing.com.au/privacy

■ 11.5 Financial Claims Scheme

If you have a deposit account with us (such as a Savings Booster), you may be entitled to a payment under the Financial Claims Scheme (FCS) in certain circumstances. The FCS is administered by the Australian Federal Government to protect customer bank account deposits held in an Australian Deposit Taking Institution like us. Payments under the FCS are limited for each customer.

For more information about the FCS, visit fcs.gov.au

■ 11.6 Tax

Tax file numbers and withholding tax

Interest earnings and any amounts paid under promotional offers may have tax implications that are particular to your circumstances. These earnings may be taxable and you should discuss this with your tax adviser.

You are not required to provide us with your tax file number or details of a valid exemption. However, if you (or a joint account holder):

- don't provide these details, or
- become a non-resident for taxation purposes or have an overseas address,

we may deduct withholding tax from these earnings.

The applicable withholding tax is calculated by applying the current highest marginal tax rate plus the Medicare levy to these earnings.

We are required to report these earnings and withholding tax deducted on your account to the ATO each financial year.

Foreign Tax Residency Status

Any decision we make about your Foreign Tax Residency Status is not tax advice.

12. Privacy.

This is all about something very important – your privacy, something we respect greatly. It may sound a bit formal but we have your best interests in mind.

Privacy Statement

At ING, we are committed to ensuring the confidentiality and security of your personal information. We are bound by the Privacy Act 1988, including the Australian Privacy Principles (APPs) set out in that Act, to guide us in our responsible handling of your personal information.

By accepting the terms and conditions of your ING account you consent to our collection, handling, use and disclosure of your personal information as described in this Privacy Statement. This Privacy Statement provides information about our collection of your personal information. ING's Privacy Policy should be read in conjunction with this Privacy Statement. It contains further details about our information collection and handling practices, including information about:

- other ways we may collect, use or exchange your information
- how you may exercise your rights to access and seek correction of your information
- how to make a complaint about a breach of your privacy rights or about the way we handle your information
- our complaint handling procedures.

You can also review the ING Privacy Policy on our website or request a copy by calling or writing to us.

■ 12.1 Collection of your personal information

Ordinarily, we'll collect most personal information about you directly from you.

Occasionally we may need to obtain personal information about you from a third party, but only if you've consented to us collecting the information in this way or you would reasonably expect us to collect the information about you in this way.

We'll collect personal information:

- to provide you with information about a financial product or service
- to assess your application and eligibility for a financial product or service
- to provide you with the financial products and services that you've requested
- to administer our relationship with you
- to communicate with you about ING and the products and services we offer, and then only when it's necessary for, or related to, these purposes.

Sensitive personal information is personal information relating to your health, ethnicity, religious or political beliefs, genetic or biometric data. We may collect your sensitive personal information if we have your explicit consent or when we are required to do so by applicable local laws and regulations such as the AML Laws.

We'll also need to collect personal information necessary to comply with Australian and global legal or regulatory requirements that have extraterritorial application to ING or the ING Group, including to identify customers under the AML Laws, determine and report in respect of your Foreign Tax Residency Status.

■ 12.2 Use and disclosure of your personal information

The general rule is that we will not use or disclose your personal information other than for the purposes stated at the time of the collection. If we want to use your personal information for another purpose, we will seek further consent from you, unless that other purpose is related to one of the original purposes of collection and you would reasonably expect us to use your personal information for that other purpose.

We may use your biometric information such as face or fingerprints for authentication and/ or verification purposes such as ID document verification, identity authentication or for access to mobile apps. Before collecting your information we will provide you with specific information about the process and request your prior consent before processing your biometric information.

It may be necessary for ING to disclose your personal information to certain third parties to assist us in providing, managing and administering your products or services or for other related purposes. These include:

1. Other financial institutions

Other financial institutions, such as banks, credit unions, building societies and payment services such as Visa, to set up and manage your account and manage banking transactions and, at their request, to provide an opinion or information about your credit worthiness, credit standing, credit history or credit capacity if you seek credit from them.

2. Other organisations

Other ING Group entities and third parties, such as:

- ING Group entities to service other products you may have within the Group and portfolio analysis
- ING Group entities located in the countries specified on our website for account administration, transactional or security

purposes (if those ING Group entities provide services to ING) or to comply with Australian and global regulatory requirements that apply to us or the ING Group

- government bodies and agencies, such as the Australian Taxation Office, to satisfy legal and regulatory requirements
- any person acting on your behalf including your financial adviser, power of attorney, solicitor or accountant
- your referee(s)
- your guarantor(s)
- any person who introduces you to us, including mortgage intermediaries, financial advisers and agents
- organisations undertaking reviews of the integrity of our operations, including the accuracy and completeness of our information
- any third-party product and service supplier that we have an arrangement with (so that either us or they may provide you with the product or service you have requested or in which you have expressed an interest)
- our solicitors, valuers and insurers (for loan products)
- credit reporting or information verification bodies (or their affiliated entities) to obtain and provide details about your credit history or status, to verify other information about you including your identity, to carry out your request to correct your credit information or to resolve your complaint about the handling, use or disclosure of your credit information.
- organisations that authenticate biometric data, such as face or fingerprints, for purposes such as document or identity verification
- organisations involved in securitisation arrangements, including trustees of those arrangements, investors and their advisers

- organisations that perform services or functions on our behalf (including mailing services, document storage services, direct marketing, data verification services, information technology support and printing our standard documents and correspondence)
- organisations undertaking compliance reviews of financial advisers or mortgage intermediaries
- organisations providing any of trustee, administration, custodial, insurance, broker and share trading and financial planning advice services in relation to superannuation.

Any example used above to indicate when we might disclose personal information may not be limited to those or similar examples.

Personal information will only be disclosed to third parties other than those listed above if:

- you have consented
- you would reasonably expect us to disclose information of that kind to those third parties
- we are authorised or required to do so by law, or
- it is necessary to assist with law enforcement.

We may have to send personal information overseas, for example, if required to complete a transaction or where we outsource a function to an overseas contractor. The location of these overseas recipients of personal information, to the extent practicable, will be specified on our website.

■ 12.3 Marketing

We or other ING Group entities may provide you with further information about ING-branded products and services, and other product and services issued by ING Group entities or third parties ('promotional information'), unless you tell us not to.

If you have provided an email address to us, we may contact you using that email address, including to provide you with promotional information.

You may elect not to receive further promotional information by contacting us online, calling or writing to us.

■ 12.4 Access to your personal information

You may request access to limited amounts of personal information that we hold about you – such as your address - by calling us on 133 464.

For a more detailed request for access to information we hold about you, please write to:

ING Privacy Officer,
GPO Box 4094,
SYDNEY NSW 2001.

Please note: requests for access to your personal information may only be made by you and we will require you to verify your identity to our reasonable satisfaction.

Depending on the nature and/or volume of the information you request, an access charge may apply but not to your request for access itself.

■ 12.5 Updating your personal information

Although we take reasonable steps to ensure that your personal information is accurate, up to date, complete, relevant and not misleading, we primarily rely on the accuracy of information that you supply to us.

If any of your personal information is incorrect, has changed or requires updating, please update your details by:

- logging in at ing.com.au then selecting 'Settings' > 'Contact Details', or
- calling us on 133 464.

12.6 Complaints

ING is committed to resolving your privacy complaint as quickly as possible and has procedures in place to help resolve any problems or complaints efficiently. For more information on how to make a complaint and how complaints will be handled, see our Privacy Policy under 'Right to complain'.

12.7 Data security

We take steps to protect your personal information from misuse, loss and interference. We also protect it from unauthorised access, modification, and disclosure.

If we no longer require your personal information for a purpose, for example, to manage your financial product, provide you with a financial service or to comply with legal or regulatory requirements, we will take reasonable steps to securely destroy it or permanently remove all identifying features from that information.

12.8 Use of internet cookies

Visit our Cookie Notification to find out how we use cookies.

12.9 How to contact us

If you have any questions about privacy at ING, please contact us by:

- calling 133 464
- emailing privacyaccessrequests.au@ing.com
- writing to
  ING Privacy Officer,
  GPO Box 4094,
  SYDNEY NSW 2001.

Our Privacy Statement may be updated from time to time as we work to improve our service to you.

13. R.E.S.P.E.C.T.

We are committed to the efficient and fair treatment of our customers, particularly if something goes wrong. We welcome your feedback and want to know straight away if we haven't met your expectations, you suspect an error, you have concerns about your products or services, or we can improve our service to you in any way.

■ 13.1 What to do if you have a concern

Call us straight away on 133 464 or visit ing.com.au/contactus (for additional ways to contact us, including when you're overseas) if you:

- suspect an error on your Account, including an account statement
- you've experienced any other problem concerning your Account or an Interactive Service.

■ 13.2 Make a complaint or provide feedback

Your first point of contact for complaints and feedback is our customer complaints team. They will attempt to address your concerns and resolve your dispute. Here's how to contact them.

Email: customer.complaints.au@ing.com

Call: 133 464 or visit ing.com.au/contactus for toll free overseas numbers

Mail: ING - Complaints Resolution,
GPO Box 4094,
SYDNEY NSW 2001

■ 13.3 Who else to contact

Australian Financial Complaints Authority (AFCA)
If your complaint can't be resolved directly with ING, you can lodge a complaint with the Australian Financial Complaints Authority (AFCA).

AFCA provides fair and independent financial services complaint resolution that is free to you. Here's how to contact them.

Call: 1800 931 678 (free call)

Visit: afca.org.au

Email: info@afca.org.au

Mail: Australian Financial Complaints Authority,
GPO Box 3,
MELBOURNE VIC 3001

Customer advocacy at ING

At ING, we want your experience with us to be positive – and that means addressing any issues you may have quickly and effectively. With this in mind, ING has appointed a Customer Advocate to oversee and improve the complaints resolution process to ensure customers get a fair investigation and response.

For a copy of our customer advocacy charter, visit ing.com.au/pdf/customer_advocate_charter.pdf or email customer.advocate.au@ing.com

For more information on ING's complaints policy and process, including response timeframes, visit ing.com.au/contact-us/complaints-disputes.html

14. Explaining words in plain English.

Some terms in Savings Booster Terms have a particular meaning. These are explained below.

Access Code is a password you use to access your Account via an Interactive Service and includes your Temporary Access Code.

Account means your ING Savings Booster.

AML Laws means the Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (Cth) and Anti-Money Laundering and Counter-Terrorism Financing Rules 2025 (Cth) and any other legislation, regulations or rules that apply to us in respect of anti-money laundering and counter-terrorism financing.

Attorney means a person authorised under a power of attorney, or guardianship or administration order issued by a court or tribunal, to act on your behalf in respect of financial matters.

Business Day means a weekday except a national public holiday.

Client Number is the number we give you to use with your Access Code when accessing an Interactive Service.

Code means your Access Code, any passcode you use to authenticate a transaction on your Account, and any additional security code we give you to make certain transactions (including a one-time password sent by SMS to your registered mobile number) as a result of our Enhanced Security Measures.

Code Security Requirements are the requirements described under ‘Keeping your Codes secret’ in paragraph 6.2.

Customer Care Specialist means an ING customer service representative.

Eligible Orange Everyday is an active and unrestricted ING Orange Everyday account that is held in the same name (or names) as the Savings Booster.

Enhanced Security Measure is any additional authentication for certain transactions and account instructions, including but not limited to the use of an additional security code.

ePayments Code is the ePayments Code issued by the Australian Securities and Investments Commission (as amended from time to time).

Foreign Tax Residency Status means your status as a tax resident of a foreign country under international and US tax reporting laws applicable to ING. This may include circumstances where you are liable to pay tax in another country due to factors such as your domicile, residence, citizenship, place of incorporation, place of management or other criteria of a similar nature.

Identifier means information that you must provide to perform a transaction on your Account that is not required to be kept secret, such as your account number.

ING means ING Bank (Australia) Limited ABN 24 000 893 292, Australian Financial Services Licence and Australian Credit Licence 229823.

Interactive Service means any ING service where you can access your Account electronically using a Code and/or your Identifiers. It may include online banking, mobile banking and services provided through our Contact Centre.

Misdirected Payment means a payment made through the New Payments Platform that is credited to the wrong account because of an error in the recording of a PayID or associated account information in the PayID service.

Mistaken Internet Payment means a payment made through a pay anyone banking facility where funds are paid into the account of an unintended recipient because the BSB, account number and/or PayID entered or selected does not belong to the named and/or intended recipient as a result of:

(a) user error, or

(b) the user being advised of the wrong BSB, account number and/or PayID.

Note: a Mistaken Internet Payment is not a payment made when a user makes a payment as a result of a scam (you must not tell anyone your Codes).

Sanctions Laws means any Australian or international laws, regulations, rules or government directives relating to the imposition, implementation or enforcement of economic or trade sanctions, restrictions or prohibitions. This includes, without limitation laws administered by the Australian Government (such as the Autonomous Sanctions Act 2011 (Cth) and associated regulations), as well as sanctions laws and regulations administered by foreign authorities (including the United Nations, the United States Office of Foreign Assets Control (OFAC), the European Union, and the United Kingdom.

Temporary Access Code means the initial Access Code we give you to access your Account using an Interactive Service until you choose another Access Code.

Unauthorised Transactions means any transaction on your Account, that's not authorised by you or your Attorney. It does not include any transaction that is performed by you, or by anyone else, with your knowledge and consent.

us, **our** and **we** means ING.

you, **your** means each person in whose name the Account is held, whether on your own or jointly.

do your thing

Get in touch

Visit
ing.com.au

Call
133 464

Alternatively you can send mail to
GPO Box 4094
Sydney NSW 2001

Connect with us

X

Facebook

YouTube

Blog

ING