

Power of attorney details form

About this form

Use this form to lodge a Power of Attorney with us and to let us know of an attorney's details. If you wish to lodge a Power of Attorney with Diversa Trustees Limited for your Living Super account/s, you will need to complete a separate "Living Super Power of Attorney details" form available from the [Living Super section](#) of the ING website.

Please note: Attorneys can only manage transactions (whether financial or non-financial) by calling ING on 133 464 or writing to ING, Reply Paid 2682, Sydney NSW 2001 (no stamp required). They won't be able to do so using phone banking, online banking or our app.

When completing this form please:

- use CAPITAL letters
- mark boxes with an X where applicable
- use black pen.

Return to:

Please mail this form and the supporting documentation to us at:

ING
Reply Paid 2682
Sydney NSW 2001
(no stamp required)

Scanned certified copies of documents can be emailed to:

customer.correspondence.au@ing.com

Step 1: Account holder's details

ING client number	Date of birth (DD/MM/YYYY)		
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Mr <input type="checkbox"/>	Mrs <input type="checkbox"/>	Ms <input type="checkbox"/>	Other <input type="text"/>
First name	Middle name	Surname	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Place of birth	Country of birth	Nationality	
<input type="text"/>	<input type="text"/>	<input type="text"/>	

Step 2: What you will need to send us with this completed form

A scanned certified copy of a Power of Attorney Document.

Please Note: This may be an enduring or general power of attorney document. Where the account holder is in Victoria, it may also be a supportive attorney appointment document.

A scanned certified copy of an identification document of the Attorney(s) being appointed ▶ Refer Appendix A

Note: If any Attorney(s) have been appointed jointly, the above documents must be provided for EACH Attorney.

Please Note: Should we need to contact the account holder, and for medical reasons the account holder cannot be verbally validated, the following documentation will need to be provided:

A scanned certified copy of a Medical Certificate confirming that the account holder cannot verbally validate that they are appointing an Attorney.



Step 3: Attorney(s) verification details (to be completed by the Attorney(s))

Attorney 1

Mr Mrs Ms Other
First name Middle name
Surname

Mandatory security details

Date of birth (DD/MM/YYYY)
 / /
Place of birth Country of birth
Nationality
Mother's maiden name (mother's original surname/family name)

Residential address (PO Boxes not accepted)

Unit number Street number
Street name
Suburb
State Postcode

Contact details (You must provide at least one phone number)

Mobile phone number

Other phone number (for landline, please provide area code)

Email

Please provide your ING client number if you are an existing ING client.

Attorney 2 (if applicable)

Mr Mrs Ms Other
First name Middle name
Surname

Mandatory security details

Date of birth (DD/MM/YYYY)
 / /
Place of birth Country of birth
Nationality
Mother's maiden name (mother's original surname/family name)

Residential address (PO Boxes not accepted)

Unit number Street number
Street name
Suburb
State Postcode

Contact details (You must provide at least one phone number)

Mobile phone number

Other phone number (for landline, please provide area code)

Email

Please provide your ING client number if you are an existing ING client.

Step 4: Attorney(s) to read and sign below

By signing below, I/We declare that:

- a) I am/we are the attorney(s) identified in the Power of Attorney;
- b) I am/we are authorised by the Power of Attorney to operate the account(s) held by the Account Holder on their behalf;
- c) I/we have not received notice of revocation of the Power of Attorney and I/we make these declarations at the time of signing this form and each time I/we operate, access or conduct any activity in relation to the Account Holder's account(s);
- d) I/we undertake to advise ING in writing immediately upon receiving notice of any amendment, limitation or cancellation affecting the Power of Attorney;
- e) I am/we are at least 18, not insolvent under administration, I/we have not been convicted or found guilty of an offence involving dishonesty and if the Account Holder is in Victoria, I am/we are not a care worker or health provider or an accommodation provider for the Account Holder;
- f) To the best of my/our knowledge, the Power of Attorney was entered into, signed and witnessed in accordance with the applicable legal requirements;
- g) I/we declare that the personal information and security details provided above are true and correct and I/we authorise ING to verify this information;
- h) I/we have read the ING Privacy Statement as appropriate and I/we consent to my/our personal information being collected, used and disclosed in the manner and for the purpose set out in the Privacy Statement; and
- i) I/we authorise ING to use and disclose my/our personal information to help ING and any of its associated companies or subsidiaries to provide or tell me/us about products and services that may be of interest to me/us.

Attorney 1

Signature of Attorney 1

Date (DD/MM/YYYY)
 / /

Attorney 2 (if applicable)

Signature of Attorney 2

Date (DD/MM/YYYY)
 / /



Identification Documents

You need to choose either 1 document from List A or two documents from List B. Please note the certified copies will not be returned. The documents must verify the following details:

- List A: Your full name and DOB
- List B: A combination of your full name and DOB and your full name and residential address

List A

- Australian Driver's Licence (must be current, show current residential address and photograph)
- Australian Passport (either a current passport or a passport that expired within the last 2 years)
- Proof of Age Card/NSW Photo Card (must be current and show date of birth and photograph)
- International Passport (current, containing a photograph and a signature and accompanied by a translation from a Professional Translator accredited by the National Accreditation Authority for Translators and Interpreters if not in English)

List B

One of the documents

- Birth Certificate (issued by a State or Territory in Australia)
OR
- Citizenship Certificate (issued by the Commonwealth of Australia)
AND
- Social Security notice issued by the Commonwealth, State or Territory in the past 12 months containing your name and residential address which records financial benefits provided to you
OR
- Notice Issued by the Australian Tax Office within the past twelve months that contains your name and residential address and records debts payable by you
OR
- Rates or Utilities notice issued in the last 3 months containing your name and residential address and recording the provision of services to you/your address
OR
- Pension Card or Health Card (must be current and issued by Centrelink entitling financial benefits)

Document certification

Take the originals and copies of your identification documents to a document certifier from the list below. Ask them to follow the Certifier instructions.

1. A Pharmacist
2. A Justice of the Peace
3. A Notary Public Officer
4. A Medical Practitioner or Nurse
5. A Police Officer
6. An Accountant (CA/CPA)
7. A Legal Practitioner
8. A Full-time teacher (school or tertiary)
9. Bank/Credit Union/Building Society Officer with at least five years continuous service
10. A permanent employee of a Commonwealth, State/Territory or local government with at least five years continuous service
11. A person in a foreign country who is authorised by law in that jurisdiction to administer oaths, affirmations or authenticate documents.

Certifier instructions

Once you (the certifier) have sighted the original proof of identity document and the copy and confirmed that both documents are identical on each page of the copy complete the following:

1. Certify as true copies by writing or stamping "I hereby certify that these pages are a true copy, of the original document shown to me on [date]"
2. Sign each document and print your Name and Certifier Classification. For example; John Smith, Accountant



Below is the Privacy Statement for ING, which applies for holders of banking accounts and the use of personal information by ING.

Privacy Statement for ING

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

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; and 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.

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. For example, ING has an obligation to identify customers for the purposes of the Anti-Money Laundering and Counter-Terrorism Financing Act 2006.

If you don't provide the personal information that we request, we will generally not be able to provide you with ING products or services.

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.

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

i. Other financial institutions

Other financial institutions, such as banks, credit unions, building societies and payment services such as VISA, in order 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;

ii. Other organisations

Other ING Group entities and third parties, such as:

- other ING Group entities in order to service other products you may have within the Group and portfolio analysis;
- other ING Group entities located overseas for account administration, regulatory and security purposes;
- 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 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) in order 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 involved in securitisation arrangements. These organisations include trustees of those arrangements, investors and their advisers;
- organisations who 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; and
- 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 examples (or examples of a similar kind).

Personal information will only be disclosed to third parties other than those listed above if you have consented; if you would reasonably expect us to disclose information of that kind to those third parties; if 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. Your personal information may be accessed by staff in ING Group entities in Singapore and the Netherlands if necessary to: administer our relationship with you, that provide services or functions to ING, for transactional reasons or to comply with Australian and global regulatory requirements applying to us or the ING Group.



Marketing

We, or other ING Group entities, may provide you with further information about ING Group products and services 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 information about ING and the products and services that we and the ING Group offer. You may elect not to receive further information about us or our products and services by contacting us online, calling or writing to us.

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 that we hold about you, you will need to write to the ING Privacy Officer at GPO Box 4094, Sydney NSW 2001. Please note that requests for access to your personal information may only be made by you or by another person who you have authorised to make a request on your behalf, such as a legal guardian or an authorised agent. We will require you to verify your identity, or the identity and authority of your representative, to our reasonable satisfaction. Depending on the nature and/or volume of the information that you request, an access charge may apply, but not to your request for access itself.

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 assist by either:

- updating your details in the “My Personal Details” section found in your menu selection after you log in; or
- contacting us by phone with your Client Number ready.

Complaints

We are 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 complete Privacy Policy.

Data security

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

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

Use of internet cookies

ING may use cookies to assist you in accessing information on our websites which is of interest and relevance to you. Cookies are a way of storing information on your computer so you do not have to enter the same data every time you access our sites – for instance, your email address. We may also use cookies to capture general information about how you have found our website, or to track the number of visitors to a site, but we do not store any of your personal details when we do this.

How to contact us

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

- calling 133 464
- emailing customer.service@ing.com.au
- writing to:
ING Privacy Officer
GPO Box 4094
Sydney NSW 2001

Our Privacy Statement may be updated from time to time as we strive to improve the standard of service we provide to you.

