



do your thing

Straightforward fine print.

Orange One
Terms and Conditions
16 June 2025

ING 



1.

Explaining words in plain English.

■ 1.1 The meaning of words used in this Contract

In this Contract:

Access Code means the password you, or an Additional Cardholder, use to access ING accounts using our Interactive Services.

Access Method means:

(a) the use of:

- an Access Code and Client Number;
- the Visa Credit Card and PIN; or
- the Card Details; or

(b) any other method authorised by us for use as authority for us to act on an instruction given through Electronic Equipment to debit or credit your Account.

It doesn't include any method that needs a signature for verification.

Account means the Orange One credit account we open in your name to record Transactions under this Contract.

Additional Cardholder means any person 18 years or over who from time to time is nominated by you and authorised by us to be issued with a Visa Credit Card for use on your Account.

Amount Due means the amount specified as such in your statement of account. The Amount Due will be:

- (a) the Closing Balance (which includes any Instalment Plan Repayment for the Statement Cycle); less
- (b) any future amount you owe under an Instalment Plan.

Amount Due Option means the option to have the Amount Due debited automatically from your Autopay Account.

Annual Instalment Percentage Rate means the Annual Instalment Percentage Rate specified in the Credit Card Offer, as changed from time to time pursuant to the Credit Card Offer or these Terms and Conditions.

Annual Percentage Rate means each of the Annual Instalment Percentage Rate and the Annual Revolving Percentage Rate.

Annual Revolving Percentage Rate means the Annual Revolving Percentage Rate specified in the Credit Card Offer, as changed from time to time pursuant to the Credit Card Offer or these Terms and Conditions.

Annual Revolving Percentage Rate Item means an item to which the Annual Revolving Percentage Rate applies as set out in clause 8.2.



ATM means an automatic teller machine.

Autopay Account means an eligible account (other than the Account) that you hold with us either solely or jointly, which you nominate to be linked to your Account to make repayments on the Account.

Available Limit means the unused part of your Credit Limit at any time.

Biometric Identifier includes fingerprint, faceprint or similar biometric identifier.

BPAY means the BPAY® bill payment service that allows you to pay bills electronically.

Business Day means a day other than a Saturday or Sunday or public holiday when we are open for general banking business in your State or Territory.

Card Details means the information on a Visa Credit Card including, but not limited to, the Visa Credit Card number and Expiry Date.

Cash Advance means a transaction on your Account, other than a Purchase, which ING or Visa identifies as a cash advance. This may include transactions where you or an Additional Cardholder:

- withdraw physical cash (for example, an ATM withdrawal),
- purchase items that we consider are similar to cash (for example, foreign currency, traveller's cheques, stored value cards or cryptocurrency),
- transfer funds to another account, stored value card or digital wallet, or
- pay for gambling or gaming services.

To classify a transaction as a Cash Advance, ING uses information provided by Visa, including information about the type of business conducted by the Merchant.

Chargeback means a Transaction that, in accordance with the Credit Card Scheme Rules, is returned to a Merchant for resolution and reversal after it is disputed by you or an Additional Cardholder.

Chip means the electronic microchip embedded in a physical Visa Credit Card used as an additional security and an information storage device.

Client Number means the number we give you, and any Additional Cardholder, to use with the Access Code in order to use our Interactive Services. We generally only allocate one Client Number to each individual or entity, regardless of the number of accounts held with ING.

Closing Balance means the amount specified as such in your statement of account. The Closing Balance will be the total amount outstanding on your Account at the end of the Statement Cycle, including any Instalment Plan Repayments and any amount by which your account is in arrears.

Code means an Access Code, PIN, any passcode you use to authenticate a transaction on your account and any



other secret code (including a one-time passcode provided by SMS to your registered mobile number) issued to you or an Additional Cardholder for the purposes of our Enhanced Security Measures.

Code Security Requirements means the code security requirements described in clause 22.8.

Contract means the contract (as varied from time to time) you make with us when you accept our Credit Card Offer. It consists of the Credit Card Offer and these Terms and Conditions.

Credit Card Offer means the document entitled Credit Card Offer which records the particulars of the Contract.

Credit Card Scheme Rules means the credit card scheme rules of Visa.

Credit Limit means the credit limit for your Account stated in the Credit Card Offer, as changed from time to time in accordance with your Contract. It is the maximum amount of credit that may be obtained under the Contract.

Daily Instalment Balance means the unpaid balance of your Account that is on an Instalment Plan at the end of each day.

Daily Instalment Percentage Rate means the interest rate determined by dividing the Annual Instalment Percentage Rate by 365.

Daily Revolving Balance means the unpaid balance of your Account that is not on an Instalment Plan at the end of each day.

Daily Revolving Percentage Rate means the interest rate determined by dividing the Annual Revolving Percentage Rate by 365.

Disclosure Date means the date described as such in the Credit Card Offer.

Due Date means the date specified as such in your statement of account, which is typically 15 days after the end of the Statement Cycle to which the statement of account relates.

EFTPOS means electronic funds transfer at point of sale.

EFT System means the shared system under which EFT Transactions are processed.

EFT Terminal means any terminal connected to the electronic banking system and authorised by us for use with an Access Method to conduct an EFT Transaction, including an ATM and an EFTPOS terminal.

EFT Transaction means an electronic funds transfer initiated by giving an instruction to us through Electronic Equipment and using a relevant Access Method.

Electronic Equipment means, but is not limited to, an EFT Terminal, computer, telephone, mobile telephone or any other small screen device which can be used to access the internet.

Enhanced Security Measures means any additional security measure or authentication method that we may require you or an Additional Cardholder to use when transacting on your Account, such as by entering an SMS code.



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

Expiry Date means the expiry date recorded on a Visa Credit Card.

Foreign Tax Residency Status refers to your status as a resident of a foreign country for tax purposes, in light of ING's obligations under:

- the global standard for the collection, reporting and exchange of financial account information of foreign tax residents; and
- the withholding tax and reporting regime in relation to tax residents of the United States of America, known as Foreign Account Tax Compliance Act imposed by the United States Hiring Incentives to Restore Employment Act 2010,

which is incorporated into Australian law in Schedule 1 of the Taxation Administration Act 1953 (Cth).

Identifier means information that you or an Additional Cardholder must provide to perform a transaction on your Orange One Account that is not required to be kept secret, such as your Visa Credit Card details.

ING, we, us and our means ING Bank (Australia) Limited ABN 24 000 893 292, Australian Financial Services Licence and Australian Credit Licence 229823 and its successors and assignees.

Instalment Plan means a payment plan for an amount accrued to the Account, which is paid in equal Instalment Plan Repayments over a selected term.

Instalment Plan Repayment means the monthly repayment for an Instalment Plan calculated by applying the Annual Instalment Plan Percentage Rate to the amount added to the Instalment Plan, and dividing that amount by the number of months in the selected term, rounded to the nearest cent.

Interactive Services means any service where you or an Additional Cardholder can access your accounts electronically, including the Mobile Application, Online Banking and Phone Banking.

International Transaction means a Transaction described in clause 6.20.

Law means common law, principles of equity, and laws made by parliament (and laws made by parliament include regulations and other instruments under them and consolidations, amendments, re-enactments or replacements of them).

Merchant means a provider of goods or services who accepts payment by Visa Credit Card.

Minimum Repayment means the amount specified as such in your statement of account. The Minimum Repayment will be the total of:

(a) the greater of:

- (i) 5% of the Daily Revolving Balance as at the end of the Statement Cycle (excluding any amount by which your Account is in arrears);



- (ii) \$100 or, if the Daily Revolving Balance as at the end of the Statement Cycle (excluding any amount by which your Account is in arrears) is less than \$100, that lesser amount; plus
- (b) any Instalment Plan Repayments due; plus
- (c) any amount by which your Account is in arrears (other than any Overlimit Amount); plus
- (d) any Overlimit Amount that exceeds the total of:
 - (i) any Instalment Plan Repayments due; plus
 - (ii) any amount by which your Account is in arrears (other than any Overlimit Amount).

Minimum Repayment Option means the option to have the amount of the Minimum Repayment debited automatically from your Autopay Account.

Mobile Application means our mobile banking application which enables access to your Account via an application on a mobile device.

National Credit Code means the National Credit Code set out in Schedule 1 to the National Consumer Credit Protection Act 2009 (Cth), Chapter 7 of the National Consumer Credit Protection Regulations 2010 (Cth) and any amendments to, replacements of or statutory instruments or determinations issued under it from time to time.

Online Banking means our secure online banking system available at ing.com.au which enables access to your Account via the internet.

Overlimit Amount means the amount by which the balance of your Account exceeds your Credit Limit.

Phone Banking means our telephone banking system that can be accessed by speaking to a Customer Care Specialist.

PIN means the confidential personal identification number we issue, or you or an Additional Cardholder select, for the purpose of accessing your Account electronically with a Visa Credit Card. This number must be kept secret.

Purchase means any transaction involving a purchase of goods or services from a Merchant, the payment for which is authorised by you or an Additional Cardholder. It includes an order made for goods or services which are not taken.

Statement Cycle means the period to which a statement of account applies, usually 30 days. The actual number of days in a Statement Cycle varies, depending on the length of the month. For example, a Statement Cycle may begin on the 7th day of each month, and run until the 6th day of the following month. The exact dates of your Statement Cycle will depend on the date on which your Account is opened.

Terms and Conditions means this document.

Transaction includes a Cash Advance and a Purchase.

Unauthorised Transactions means any Transaction on your account that's not authorised by an authorised user of your account. It does not include any Transaction that is performed by you or by anyone else with your knowledge and consent.



Visa contactless means the mechanism that allows you or an Additional Cardholder to authorise Transactions using a physical Visa Credit Card embedded with Visa contactless technology, or a virtual Visa Credit Card which is linked to a digital wallet on a device, by waving the card or device at point of sale readers displaying the contactless symbol.

Visa Credit Card means the physical card provided by us to you or an Additional Cardholder to use with your credit card Account and includes a virtual card (which is linked to an electronic wallet on a device).

Website our website at ing.com.au or any other internet website we advise you in writing is a website under this Contract.

You means the person in whose name the Account is held and **your** has a corresponding meaning.

■ 1.2 What do certain words and phrases mean?

In this Contract:

- (a) the singular includes the plural and vice versa;
- (b) where any word or phrase is given a defined meaning, any other part of speech or grammatical form of that word or phrase has a corresponding meaning;
- (c) a reference to a document (including this document) is to that document as varied, ratified or replaced from time to time; and
- (d) a reference to you includes your successors and assigns.



2.

The Contract.

■ 2.1 What terms apply to this Contract?

The terms that apply to your Account (including the use of the Visa Credit Card and the Account) are made up of these Terms and Conditions and the Credit Card Offer. You will be bound by these terms if you accept our offer in accordance with clause 3.

■ 2.2 What happens if there is an inconsistency between these Terms and Conditions and your Credit Card Offer?

If there is any conflict or inconsistency between the Credit Card Offer and these Terms and Conditions, the Credit Card Offer will prevail to the extent of the inconsistency.



3.

Activation and acceptance.

■ 3.1 How to activate your Account

You won't be able to transact on your Account (whether or not through use of a Visa Credit Card) until you activate your Visa Credit Card. You may activate your Visa Credit Card:

- (a) via the Mobile Application; or
- (b) using Online Banking.

■ 3.2 Accepting our offer and agreeing to the Account terms

By activating the Visa Credit Card, you accept our offer and agree to the terms of the Credit Card Offer and these Terms and Conditions. If you do not activate your Visa Credit Card within the timeframe stated in your Credit Card Offer, our offer to you will lapse.

■ 3.3 How an Additional Cardholder can activate their card

An Additional Cardholder won't be able to transact on your Account (whether or not through use of a Visa Credit Card) until they activate their Visa Credit Card. An Additional Cardholder can only activate their Visa Credit Card once you have activated your Visa Credit Card for the first time. An Additional Cardholder may activate their Visa Credit Card:

- (a) via the Mobile Application; or
- (b) using Online Banking.



4.

Opening an Account.

Eligibility criteria

■ 4.1 Are you eligible for an Orange One?

Yes! As long as:

- (a) you are an individual who is at least 18 years of age or older;
- (b) you have and maintain an Australian residential address;
- (c) you are an Australian citizen or a New Zealand citizen, or an Australian permanent resident;
- (d) you hold, or have applied for, an ING Orange Everyday Transaction Account at the time you apply for the Account;
- (e) you meet any salary or regular deposit conditions that we advise at the time you apply for the Account;
- (f) you satisfy our credit and identification criteria for the Account; and
- (g) you provide ING with all of the information we require to determine your Foreign Tax Residency Status; and
- (h) you have agreed to receive notices and documentation by electronic communication.

What you need to tell us

■ 4.2 Keep us updated

Before you, or any Additional Cardholder, access any credit under the Account, you must tell us:

- (a) if anything has happened which prevents you from complying with your obligations under this Contract; or
- (b) if there are any changes to your position, as stated in all the declarations you have made to us in connection with this Contract.

■ 4.3 Foreign Tax Residency Status

We are required by law to collect certain information about you in order to determine your Foreign Tax Residency Status and, where required, report that information, as well as information about any account you hold, to the Australian Taxation Office. The Australian Taxation Office is required to exchange that information with equivalent foreign country tax authorities in accordance with the Australian Government's international obligations.



In order to determine your Foreign Tax Residency Status, we may need to obtain additional information from you, including documentation and certifications. If you don't provide any information we reasonably request by the time we require it, we may seek the information from a third party.

Any determination made by ING regarding your Foreign Tax Residency Status does not constitute tax advice.



5.

Visa Credit Card.

Issuing a Visa Credit Card

■ 5.1 We'll issue a card to you

We'll issue a physical Visa Credit Card to you, and, at your request, to an Additional Cardholder in accordance with clause 5.4.

■ 5.2 All cards remain our property

Each Visa Credit Card issued remains our property at all times. You must destroy each physical Visa Credit Card issued under the Account when it expires, or at any other time if we (acting reasonably) ask you to do so.

■ 5.3 When a card is valid

A Visa Credit Card will be valid once it is activated and will remain valid until its Expiry Date or cancellation. A physical Visa Credit Card must be signed upon activation.

Additional Cardholders

■ 5.4 You can ask us to issue a card to an Additional Cardholder

You can ask us to issue a physical Visa Credit Card to up to 3 Additional Cardholders.

We are not obliged to action your request and the issue of physical additional Visa Credit Cards is at our sole discretion. All Additional Cardholders must satisfy our eligibility, identification and security criteria.

It's important that you, and any Additional Cardholder, read these Terms and Conditions because they set out details of the scope of an Account Holder's authority in respect of the Account and your liability for an Additional Cardholder.

■ 5.5 Authorisation

You authorise:

- (a) any Additional Cardholder to access and operate the Account as set out in these Terms and Conditions; and
- (b) us to act on the instructions of any Additional Cardholder.

An Additional Cardholder won't be able to access and operate the Account in the same way that you can.



■ 5.6 Additional Cardholder obligations

It's important that an Additional Cardholder read these Terms and Conditions because they must comply with them. For example, an Additional Cardholder is required to protect their Visa Credit Card and Codes in the manner required by the Code Security Guidelines.

■ 5.7 Your liability for Transactions

You are liable for any Transaction authorised by an Additional Cardholder, including any interest, fees and charges. We'll treat any such Transactions as having been authorised by you.

■ 5.8 Authority to disclose information to an Additional Cardholder

You authorise us to give any Additional Cardholder information about your Account, including the balance of your Account, the available credit under the Credit Limit, and all activity on your Account (including Instalment Plans and Transactions made by you and any Additional Cardholder).

■ 5.9 Cancelling an Additional Cardholder's card or access

You can ask us to cancel an Additional Cardholder's Visa Credit Card and/or access to your Account at any time by calling us on 133 464. Where an Additional Cardholder's Visa Credit Card is cancelled, you must take reasonable steps to destroy that Additional Cardholder's physical Visa Credit Card. Until then, you remain liable for all Transactions made by that Additional Cardholder.

Visa Credit Card replacement

■ 5.10 Card reissue

We may issue a replacement physical Visa Credit Card to you or any Additional Cardholder at any time, including where the Visa Credit Card has been lost, stolen or damaged. If you wish to order a replacement Visa Credit Card, you can call our Contact Centre on 133 464 (visit ing.com.au/contact-us when you're overseas). Use of the replacement Visa Credit Card will be subject to these Terms and Conditions.

In some cases when we issue a new or replacement Visa Credit Card, the updated card details will be automatically available to third parties who hold the old card details on file (including digital wallet services) when the card is activated. If you'd like to opt out of these automatic updates, you can contact us to request this.



Visa Credit Card expiry

■ 5.11 Expiry Date

Each Visa Credit Card is only valid from the date of activation until its Expiry Date. We may automatically issue you and/or any Additional Cardholder with a new physical Visa Credit Card before the Expiry Date without notifying you first. Use of the new physical Visa Credit Card and the new Card Details will be subject to these Terms and Conditions.



6.

Accessing and using your Account.

General

■ 6.1 How to access credit

Subject to these Terms and Conditions, you and any Additional Cardholder can access the credit in your Account by:

- (a) using the Visa Credit Card to make payments using an EFTPOS terminal (including by using Visa contactless);
- (b) subject to clause 6.16, using the Visa Credit Card to withdraw cash from an ATM or from financial institutions displaying the Visa symbol;
- (c) using the Card Details to complete Transactions online, or by mail order or telephone order;
- (d) authorising a third party (such as a health insurer or utilities provider) to withdraw funds under a regular payment arrangement; or
- (e) using the Card Details stored in a digital wallet to make Purchases.

You may also make BPAY® payments by accessing our Interactive Service. Additional Cardholders cannot make BPAY payments.

■ 6.2 Transferring funds between ING accounts

Where the Account has a credit (positive) balance and subject to these Terms and Conditions, we'll transfer the amount by which your Account is in credit to your Autopay Account.

■ 6.3 We can refuse to process a Transaction

We may, in certain circumstances, refuse to authorise or delay the processing of any Transaction. These circumstances may include, for example, where there are security reasons, or where we believe in good faith that doing so may breach local or international laws (including anti-money laundering and sanctions regulations), or where we reasonably suspect that your Account, Visa Credit Card, Interactive Service or any other ING account that you hold 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.

These Terms and Conditions detail further circumstances in which Transactions on your Account may be refused.



Using the Visa Credit Card

■ 6.4 EFT Terminals

When you or an Additional Cardholder make a Transaction at an EFT Terminal, you authorise us to act on the instructions given. You or the Additional Cardholder must check the Transaction details entered into the EFT Terminal to ensure they are correct before authorising a Transaction (including any Transaction using Visa contactless). You or the Additional Cardholder should also check the completed Transaction to ensure that it has been processed in accordance with the instructions given.

■ 6.5 Authorisations

When you or an Additional Cardholder use the Visa Credit Card or Card Details to carry out a Transaction, the Merchant may seek an authorisation on your Account. This is to establish there are sufficient funds in your Account, and to temporarily hold funds needed to complete the Transaction.

Authorisations may also be taken for Transactions that will be processed some time in the future, such as car hire, accommodation and at unmanned terminals, (e.g. unmanned parking stations). In these cases, the funds that are held are for an anticipated amount. This means that once processed, the amount of the Transaction may be different to the amount of the authorisation.

Once an authorisation is obtained, your Available Limit will be reduced by the authorisation amount until:

- the Transaction is processed, or
- the authorisation is cleared or expires.

Once the Transaction is processed, this will be reflected in your Account.

■ 6.6 ATMs

Some ATMs may not have money available for withdrawals and some Merchants, financial institutions and/or ATMs may not accept the Visa Credit Card. If the ATM doesn't return a Visa Credit Card, contact us immediately, not the financial institution that owns the ATM.

■ 6.7 Not all goods and services may be purchased with the card

When a Merchant displays the 'Visa', 'EFTPOS' or 'Visa contactless' symbol, they're not promising all their goods and services may be purchased with the Visa Credit Card.

■ 6.8 We're not responsible for Merchants

We're not responsible if the Merchant refuses to accept or honour a Visa Credit Card.



■ 6.9 Price may differ

The price a Merchant charges for goods or services purchased with a Visa Credit Card may be different from the price the Merchant charges for the same goods or services purchased with cash.

■ 6.10 Our liability for goods or services purchased with the card

We do not accept any responsibility for the goods or services purchased with the Visa Credit Card, unless required to do so by law.

■ 6.11 What can you use your Account for?

- (a) Your Account must only be used for personal, domestic or household purposes. We reserve the right to determine whether or not any use of your Account is for one of these purposes.
- (b) Your Account must not be used for any unlawful purpose, including buying goods or services prohibited by Australian law. We may refuse to authorise a Transaction on your Account if any Visa Credit Card has been reported lost or stolen, or we have any other good reason to do so.

Visa Contactless

■ 6.12 Using Visa contactless

Visa contactless can be used to authorise Purchases at Merchants displaying the contactless symbol, simply by waving the Visa Credit Card at the Merchant's point of sale reader. ATMs that display the contactless symbol may also allow you to withdraw cash, again by waving the Visa Credit Card at the ATM's card reader.

■ 6.13 A PIN may be required

A PIN may be required to authorise Visa contactless Transactions. The circumstances in which a PIN is required are determined by Visa and/or the Merchant processing the Transaction, and may change from time to time. Cash withdrawals using Visa contactless will always require a PIN or signature.

■ 6.14 You cannot withdraw cash using Visa contactless at an EFTPOS terminal

Visa contactless cannot be used to withdraw cash through an EFTPOS terminal.



Cash Advances

■ 6.15 When you can make a Cash Advance

In most situations, Cash Advances won't be available unless you have enabled the Cash Advance functionality on your Account. You may enable the Cash Advance functionality:

- (a) via the Mobile Application;
- (b) using Online Banking; or
- (c) by calling us on 133 464.

There may be circumstances where Transactions will be processed as Cash Advances when you haven't enabled the Cash Advance functionality on your Account. This may occur, for example, where a Merchant does not correctly categorise the Transaction at the time it is made.

■ 6.16 Additional Cardholders cannot authorise Cash Advances

Additional Cardholders are not authorised to enable the Cash Advance functionality on your Account.

■ 6.17 Withdrawing cash

You, and any Additional Cardholder, may withdraw cash using the Visa Credit Card in the following ways:

- (a) at a branch counter of any Australian or international financial institution displaying the Visa symbol;
- (b) through most EFTPOS terminals; or
- (c) from an ATM displaying the Visa symbol.

Cash withdrawals may be subject to an applicable limit. Don't forget that Transactions other than cash withdrawals can be treated as a Cash Advance.

■ 6.18 Fees and limits on Cash Advances

- (a) We'll apply the Cash Advance fee described in the Credit Card Offer for each Cash Advance;
- (b) We'll apply the Cash Advance limit described in clause 18.3 of these Terms and Conditions. However, there may be circumstances where Transactions will be processed as Cash Advances when you've exceeded the Cash Advance limit, or doing so would cause you to exceed this limit. This may occur, for example, where a Merchant does not correctly categorise the Transaction at the time it is made. If this happens, it does not mean that your Cash Advance limit has been increased, or that we will process Transactions that exceed your Cash Advance limit in the future.



International Transactions and using the Visa Credit Card overseas

■ 6.19 Card can be used in most countries

The Visa Credit Card can be used in most countries overseas.

■ 6.20 Tell us about travel plans

Before you, or any Additional Cardholder, use a Visa Credit Card overseas, you should notify us of the regions or countries in which the Visa Credit Card will be used, and the dates of such use, by using the Mobile Application.

When we'll treat a transaction as an International Transaction:

A Transaction made using a Visa Credit Card will be an International Transaction if it is made:

- (a) in a foreign currency; or
- (b) in Australia dollars or a foreign currency, where:
 - (i) the Merchant or financial institution accepting the Visa Credit Card; or
 - (ii) the entity processing the Transaction;
is located outside of Australia.

You will not always know that a Merchant or a processing entity is located outside Australia.

■ 6.21 Your liability for Transactions conducted overseas

You are liable for the Australian dollar equivalent of the amount of all International Transactions authorised by you or an Additional Cardholder.

■ 6.22 How International Transactions are converted into Australian dollars

International Transactions and other foreign currency amounts including charges, will be converted into Australian dollars as at the date they are processed by Visa International. The conversion rate is selected by Visa International from the range of rates available in wholesale currency markets on the processing date. International Transactions and other amounts may be converted directly into Australian dollars, or converted into United States dollars before being converted into Australian dollars.

■ 6.23 There may be a delay in processing an International Transaction

International Transactions may not be processed to your Account on the same day that they are made. To the extent permitted by law, you bear the risk of a change in exchange rates in the intervening period.



■ 6.24 International transaction fee

We'll apply the international transaction fee described in the Credit Card Offer for each International Transaction.

Transactions by BPAY

■ 6.25 BPAY Scheme

ING is a member of the BPAY Scheme. We'll let you know if this changes.

■ 6.26 Paying with BPAY

You can authorise a Transaction using BPAY via our Interactive Services. Additional Cardholders cannot make BPAY payments.

To make a BPAY payment, you need:

- (a) the payment amount;
- (b) the biller code and customer reference number; and
- (c) the date you want the BPAY payment made.

In order for us to make the payment, you need to make sure that the information you provide is correct and the payment would not cause the balance of your Account to exceed the Credit Limit.

Remember, when we make a BPAY payment on your behalf, we're not acting as your or the biller's agent.

■ 6.27 Scheduled payments

Scheduled payments by BPAY can only be made if, as at midnight the Business Day before the payment is scheduled, the payment would not cause the balance of your Account to exceed the Credit Limit. If the payment would cause the balance of your Account to exceed the Credit Limit when the scheduled payment is processed, that payment will be cancelled. Future scheduled payments will remain.

If the scheduled payment is on a non-Business Day, it will generally be made the next Business Day.

You can stop or suspend an individual scheduled payment via Online Banking by cancelling it before the date of the payment.

■ 6.28 Processing times

Billers who participate in the BPAY Scheme agree that generally they'll treat a BPAY payment as received:

- (a) on the day you make the BPAY payment, if you tell us to make that payment before the cut-off time on a Business Day (for cut-off times, please see the FAQ section on our website); or
- (b) on the next Business Day, if you tell us to make that payment either after the cut-off time on a Business Day or on a non Business Day.



There may be additional processing time of one day or more when:

- there's a national public holiday the day after you tell us to make a BPAY payment;
- you tell us to make a BPAY payment either after the cut-off time on a Business Day, or on a non-Business Day; or
- the biller or another financial institution involved in the BPAY payment doesn't meet their obligations under the BPAY Scheme.

■ 6.29 It pays to check

If you instruct us to make a BPAY payment to a biller and discover that:

- (a) the amount you told us to pay is greater than the amount you needed to pay, you should contact the biller for a refund; or
- (b) the amount is less than the amount you needed to pay, you should pay the difference (using BPAY or another method).

If you've made a mistake when instructing us to make a BPAY payment please contact the biller directly, alternatively please call us and we will attempt to recover the mistaken amount from the biller.

Make sure you check your Account records carefully and contact us immediately if you become aware that:

- you've made a mistake when instructing us to make a BPAY payment;
- of any delays or mistakes in processing your BPAY payment;
- you didn't authorise a BPAY payment from your Account; or
- you think you have been fraudulently induced to make a BPAY payment.

A mistaken or incorrect BPAY payment does not constitute under any circumstances part or whole satisfaction of any underlying debt owed between you and the biller.

■ 6.30 If a payment cannot be processed

If we're notified that your BPAY payment cannot be processed by a biller, we'll:

- (a) let you know;
- (b) credit your Account with the amount of the payment; and
- (c) if you wish, help you make a payment to that biller as soon as possible.

■ 6.31 Complaints and liability

Any complaints about goods or services purchased with a BPAY payment (rather than about payment processing) must be resolved directly with the biller concerned.



■ 6.32 Concerns regarding BPAY

If you're concerned that a BPAY payment made from your Account is unauthorised, you may need to give us your written consent (addressed to the biller who received the payment) stating that we can obtain information about your account with the biller, including:

- (a) the BPAY payment and your customer reference number, and
- (b) any other information we need to investigate the payment.

If you don't give us your consent, the biller may not give us the information we need to rectify that BPAY payment.

Rewards and rebates

When you or an Additional Cardholder use your Visa Credit Card, offers, rewards and rebates may be available. These are outlined in the sections below.

■ 6.33 ING Pocket Perks

ING Pocket Perks is a rewards program for Orange One Visa Credit Card holders facilitated through an arrangement with Visa. With ING Pocket Perks, cashback offers from select Merchants ("Cashback Offers") may be available. The details are set out below.

Each Visa Credit Card issued under your Account will automatically be enrolled into ING Pocket Perks. This will happen:

- on the day that ING Pocket Perks first becomes available - for any Visa Credit Card that is active at the time; or
- otherwise on the day that any Visa Credit Card is activated - for any Visa Credit Card activated after ING Pocket Perks first becomes available.

Note: For any Visa Credit Card activated between 31 May 2025 and 31 August 2025, there may be a delay in its automatic enrolment into ING Pocket Perks. However, you can manually enrol the Visa Credit Card yourself by logging into the Mobile Application, and 1. Tapping the menu icon (three horizontal lines) in the top left corner, 2. Selecting "Offers", and 3. Selecting "ING Pocket Perks". Once you do this, the Visa Credit Card will be enrolled with immediate effect.

Cashback Offers

ING Pocket Perks Cashback Offers are displayed in the Mobile Application. These Cashback Offers may be personalised to the Visa Credit Card holder based on transaction and other card



activity data. Cashback Offers will also be shared with the Visa Credit Card holder by email unless the Visa Credit Card holder has requested not to receive marketing communications from us. Each Cashback Offer is subject to specific eligibility requirements set by the Merchant providing the Cashback Offer ("Offer Terms").

Redeeming Cashback Offers

To redeem a Cashback Offer, the Visa Credit Card holder must complete a Transaction that meets each of the following requirements (a "Qualifying Purchase"):

- is a transaction with the Merchant providing the Cashback Offer that is processed through the Visa network; and
- satisfies each of the Offer Terms set out in the Cashback Offer.

For a Transaction to be processed through the Visa network, it must be completed by:

- using the Visa Credit Card for instore Transactions; or
- entering or sharing the 16-digit Visa Credit Card number for online, mail order or telephone order Transactions.

Transactions that are processed using a third party payment checkout services will not satisfy the requirements of a Qualifying Purchase, even when the Visa Credit Card is linked to that payment checkout service.

Once a Qualifying Purchase is completed, the cashback under the Cashback Offer will be credited to your Account.

Cashback is usually credited within 7 days of the Qualifying Purchase being fully processed (not pending), but in some cases, it may take up to 100 days depending on the Merchant and the Offer Terms.

For the purposes of clause 11 of these Terms and Conditions, cashbacks will not be treated as a payment to your Account.

We may send the Visa Credit Card holder email updates on any Qualifying Purchase under a Cashback Offer.

Opting out of personalised offers

If any Visa Credit Card holder no longer wishes to receive personalised ING Pocket Perks Cashback Offers, or communications about them, they can opt out of receiving marketing communications by clicking the unsubscribe link at the bottom of any marketing communication from ING. Where a Visa Credit Card holder opts out, non-personalised Cashback Offers will continue to be available, and cashback will be paid if a Qualifying Purchase is made under any Cashback Offers. Information about Cashback Offers will also continue to be available in the Mobile Application.

Changes to your Visa Credit Card or Account

Any cashback earned under a Cashback Offer can only be



credited to your Account if the Visa Credit Card used to make the Qualifying Purchase is active and payments into the account are unrestricted at the time the cashback is paid.

This means:

- If the Visa Credit Card used to make a Qualifying Purchase is subsequently cancelled or replaced with a Visa Credit Card with a new card number, any cashback earned under a Cashback Offer cannot be paid. However, the ability to use the replacement Visa Credit Card to access future Cashback Offers will continue unchanged.
- If the Visa Credit Card used to make a Qualifying Purchase is subsequently reissued and the card number remains the same (even if the CVV and expiry date change), any cashback earned under a Cashback Offer with that Visa Credit Card will be paid. The ability to use the reissued Visa Credit Card to access future Cashback Offers will continue unchanged.
- If your Account is closed, all Visa Credit Cards will be cancelled and you will no longer be able to access ING Pocket Perks for the Account. Any cashback earned prior to the closure of your Account will not be paid.

Our rights

We may, acting reasonably, disable ING Pocket Perks on your Account or refuse to honour any Cashback Offer if:

- your Account is closed;
- we reasonably suspect that a Visa Credit Card holder has engaged in gaming, fraud or other unlawful activity in the use of ING Pocket Perks;
- there is a material breach of this Contract; or
- we are otherwise authorised or compelled by law to do so.

If this occurs, we will let you know.

We may, acting reasonably, make changes to, or withdraw the availability of ING Pocket Perks. We will let you know if we do this.

In participating in ING Pocket Perks, you acknowledge that neither ING nor Visa will be a party to any purchase agreement between you and the Merchant providing any Cashback Offer. Accordingly, as far as the law permits, neither ING nor Visa is liable for:

- any loss, damage, expenses or claim (whether direct, indirect or otherwise) in relation to any personal injury, death, false representation, damage or omission arising from or in connection with the access, or attempted access, of any Cashback Offer, or any goods or services provided in connection with any Cashback Offer; and



- any non-fulfilment or dispute arising from access, or attempted access, of any Cashback Offer.

If you have any questions or encounter any issues with ING Pocket Perks, please contact ING.

6.34 Orange One Rewards Platinum Cashback

If your Account is an Orange One Rewards Platinum account, you can earn cashback rewards when you make qualifying purchases. Please see the Orange One Rewards Platinum - Cashback Terms and Conditions for details.

6.35 Special promotional bonuses, credits or rebates

We may sometimes offer special promotional bonuses, credits or rebates. The rates, duration and any other terms and conditions of such promotions may be provided separately to these Terms and Conditions.

Should you access any bonus, credit, reward, or rebate in a manner that, in our reasonable opinion, is not satisfactory or in line with the intent of the offer we may:

- place a stop or freeze on your Account;
- close your Account; or
- refuse to honour the bonus, credit, reward or rebate, or reclaim any benefit provided to you.

Access to any bonus, credit, reward or rebate is subject to meeting eligibility requirements. Any bonus, credit, reward or rebate offer may be withdrawn by us at any time for any reason. We'll let you know if we do this.



7.

Your Credit Limit.

■ 7.1 Drawing down credit

Subject to any Transaction limit which applies to your Account (see section 18 'Transaction Limits'), you, and any Additional Cardholder, may draw down amounts of credit at any time up to the Credit Limit, and redraw amounts of credit you have repaid. Because there are instances where the full available balance of your Account (which may be the full Credit Limit) can be accessed, it's important to take extra precautions when sharing your Card Details and to carefully read the Account Security section within these Terms and Conditions (section 22).

■ 7.2 You aren't allowed to exceed the Credit Limit

You must ensure that the balance of your Account doesn't exceed the Credit Limit.

■ 7.3 When we won't process Transactions

Except in the circumstances described in clause 7.4, we won't:

- (a) process any Transaction which would cause the balance of your Account to exceed the Credit Limit; or
- (b) where the balance of your Account exceeds the Credit Limit, process any Transactions until you reduce the balance of your Account to an amount below the Credit Limit.

■ 7.4 We may process some Transactions where you've exceeded the Credit Limit

In some circumstances a Transaction processed to your Account may cause you to exceed the Credit Limit. This may occur, for example, when a Transaction is conducted manually or when a payment is debited to your Account under a regular payment arrangement. Fees and interest charges may also cause you to exceed the Credit Limit on your Account.

We'll notify you of the first time you exceed the Credit Limit in a Statement Cycle. That notice will be given no later than 2 Business Days after we become aware of it. You must immediately pay us the Overlimit Amount. We do not need to ask you for that amount first.

Where the balance of your Account exceeds the Credit Limit, we will continue to debit the amounts of any applicable fees or interest, and we may continue to debit your Account for a Transaction that is conducted manually or a payment is made under a regular payment arrangement.



■ 7.5 Your Credit Limit won't change where you've exceeded the Credit Limit

Your Credit Limit does not change simply because we debit an amount to your Account that causes the balance of your Account to exceed your Credit Limit.

■ 7.6 How you can request to reduce your Credit Limit, and what we'll do

You may request a reduction to your Credit Limit at any time. If so, we'll take reasonable steps to ensure that your request is given effect as soon as possible.

Your Credit Limit cannot be reduced below:

- (a) the outstanding balance of your Account at the time of the request. If, at any time, you ask to reduce your Credit Limit to an amount that is less than the outstanding balance of your Account at that time, you'll first need to repay the amount that exceeds the requested Credit Limit; or
- (b) the minimum Credit Limit available for your Account. The minimum Credit Limit for Orange One Low Rate Classic is \$1,000 and for Orange One Low Rate Platinum and Orange One Rewards Platinum is \$6,000.

■ 7.7 We can reduce your Credit Limit at any time, even if you haven't asked us to so

We can reduce your Credit Limit at any time if we consider it reasonable in the circumstances, even if you have not asked us to do so due to a credit or other risk to us.

We will, unless you are in default, as soon as practicable after deciding to reduce your Credit Limit, give you written notice to that effect if such notice has not previously been given.

■ 7.8 Additional Cardholders cannot change your Credit Limit

Additional Cardholders are not authorised to request a change in your Credit Limit.



8.

Interest.

Your Annual Percentage Rates

■ 8.1 What interest rate applies to your Account?

Each of the Annual Revolving Percentage Rate and the Annual Instalment Percentage Rate that apply to your Account as at the Disclosure Date are set out in the Credit Card Offer. The Annual Revolving Percentage Rate and the Annual Instalment Percentage Rate are variable rates, and are subject to change.

■ 8.2 To what does the Annual Revolving Percentage Rate apply?

The Annual Revolving Percentage Rate applies to:

- (a) Purchases;
- (b) Cash Advances;
- (c) fees and charges;
- (d) enforcement expenses; and
- (e) any interest charges debited to your Account (including any interest charges debited to your Account in respect of balances owing under any Instalment Plan),

The items to which the Annual Revolving Percentage Rate applies are, for the purposes of this clause 8, referred to as the "Annual Revolving Percentage Rate Items".

(each an **Annual Revolving Percentage Rate Item**).

■ 8.3 To what does the Annual Instalment Percentage Rate apply?

The Annual Instalment Percentage Rate applies to balances owing under any Instalment Plan. However, it's not applied to interest charges debited to your Account under any Instalment Plan.

The items to which the Annual Instalment Percentage Rate applies are, for the purposes of this clause 8, referred to as the "Annual Instalment Percentage Rate Items".

How we calculate and debit interest

■ 8.4 Interest on Annual Revolving Percentage Rate Items when you're not eligible for the interest free period

If you're not eligible for interest free days (see clause 9.1),



we charge interest on the amount of any Annual Revolving Percentage Rate Item from the date of the Transaction or the date that the fee, charge, enforcement expense or interest is debited to your Account until the item is paid in full.

We calculate interest charges on a daily basis by applying the Daily Revolving Percentage Rate to the Daily Revolving Balance of your Account.

■ **8.5 Interest on Annual Instalment Percentage Rate Items**

If you're eligible for interest free days (see clause 9.1), we charge interest on any Annual Instalment Percentage Rate Item from the Due Date stated in the statement of account for the Statement Cycle in which that Instalment Plan was created until the item is paid in full.

If you're not eligible for interest free days (see clause 9.1), we charge interest on any Annual Instalment Percentage Rate Item from the date that item is converted to an Instalment Plan until the item is paid in full.

We calculate interest charges on a daily basis by applying the Daily Instalment Percentage Rate to the Daily Instalment Balance of your Account.

■ **8.6 What happens if your Account has a positive balance?**

If your Account has a credit (positive) balance on any day, the Daily Balance for that day will be treated as zero.

■ **8.7 When we debit interest charges**

We debit interest charges that accrue during the Statement Cycle to your Account monthly, on the last day of the Statement Cycle.

■ **8.8 We won't pay interest on credit balances**

We won't pay interest on any credit (positive) balance of the Account.

Changes to the Annual Percentage Rates

■ **8.9 Your Annual Percentage Rates may change**

We can change an Annual Percentage Rate at any time without your consent. We'll notify you of changes to the Annual Percentage Rates in accordance with clause 17.

■ **8.10 You can find the current Annual Percentage Rates on our website**

You can find out the current Annual Percentage Rates by visiting our website ing.com.au or via the Mobile Application.

Interest rates applicable to your Account are also displayed on your statement of account.



9.

Interest free period.

General

■ 9.1 When we don't charge interest

We won't charge you any interest on Purchases shown on your statement of account if you paid the Amount Due on your previous statement in full by its Due Date.

Regaining interest free period

■ 9.2 How you can regain your interest free days

If you're not eligible for interest free days (see clause 9.1), you may regain the benefit of the interest free period at any time:

- (a) if paying the Amount Due by the Due Date stated in the statement of account, by paying the Amount Due either by paying it in full, converting it to an Instalment Plan, or a combination of both; or
- (b) if paying the Amount Due after the relevant Due Date stated in the statement of account, by:
 - (i) paying the Amount Due; and
 - (ii) clearing any other amount that has accrued to your Account since the end of the previous Statement Cycle, by paying it in full, converting it to an Instalment Plan, or a combination of both.

We won't charge interest on any Purchase made on or after the date on which this occurs, from the date of that Purchase until the Due Date stated in the statement of account for the Statement Cycle in which that Purchase was made.

Cash Advances

■ 9.3 You won't get interest free days for Cash Advances

Interest free days do not apply to Cash Advances.



10.

Instalment Plans.

■ 10.1 What is an Instalment Plan?

An Instalment Plan is a repayment plan designed to enable you to repay an amount of at least \$250, over a set term of your choice, at the Annual Instalment Percentage Rate.

Creating an Instalment Plan

■ 10.2 How do you set up an Instalment Plan?

Unless you're not permitted to create an Instalment Plan (see clause 10.3), you can set up an Instalment Plan by using the Mobile Application or Online Banking. You will be required to nominate an amount to add to an Instalment Plan (see clause 10.4).

■ 10.3 When you won't be able to create an Instalment Plan

You won't be able to create an Instalment Plan if:

- (a) the balance of your Account is more than the Credit Limit;
- (b) your Account is in arrears; or
- (c) you have given us a hardship notice in relation to your Account.

■ 10.4 What is the maximum amount you can add to an Instalment Plan?

We'll tell you the maximum amount you can add to the Instalment Plan, and you can select the amount you'd like to add to an Instalment Plan.

The maximum amount you can add to an Instalment Plan will be the total of the Closing Balance, plus any amounts debited to your Account but which have not yet appeared on a statement of account, less:

- (a) an amount that has already been added to an existing Instalment Plan;
- (b) any Instalment Plan Repayment;
- (c) any Cash Advance;
- (d) fees;
- (e) interest charges; or
- (f) any amount by which your Account is in arrears.

■ 10.5 What is the minimum amount you can add to an Instalment Plan?

The minimum amount you can add to an Instalment Plan is \$250.



■ 10.6 We'll confirm certain details with you before creating an Instalment Plan

Before we create an Instalment Plan you have requested, we'll tell you the:

- (a) value of the Instalment Plan (this is the amount you've added to the Instalment Plan and is also known as the 'principal' amount);
- (b) Annual Instalment Percentage Rate;
- (c) term of the Instalment Plan;
- (d) number and amount of monthly Instalment Plan Repayments due under that Instalment Plan;
- (e) total amount of interest that will be charged in respect of that Instalment Plan;
- (f) total amount (principal plus interest) to be repaid in respect of that Instalment Plan;
- (g) date on which the first Instalment Plan Repayment under that Instalment Plan is due; and
- (h) end date for the Instalment Plan.

We'll ask you to confirm these details, and the Instalment Plan will be created when you confirm them and agree to create the plan.

■ 10.7 How many Instalment Plans can you have?

You can have up to 10 Instalment Plans at any time. Each Instalment Plan may have a different term, Annual Instalment Percentage Rate, and monthly Instalment Plan Repayment amount.

■ 10.8 Does adding amounts to an Instalment Plan increase your Available Limit?

No. Adding amounts to an Instalment Plan does not increase your Available Limit.

Term of Instalment Plan

■ 10.9 You can select the term of an Instalment Plan

You can select the term for each Instalment Plan from a range of terms which we'll offer to you depending on the value of that Instalment Plan. The available terms for Instalment Plans range between 3 months and 7 years.

■ 10.10 When does the term of an Instalment Plan start?

The start date of an Instalment Plan will depend on whether you're eligible for interest free days on your Account (see clause 9.1).



- (a) If you're eligible for interest free days, the term of an Instalment Plan will start on the Due Date shown in the statement of account for the Statement Cycle in which the Instalment Plan was created
- (b) If you're not eligible for interest free days, the term of an Instalment Plan will start on the date on which the Instalment Plan is created.

Changes to Instalment Plans

■ 10.11 You can change the term of an existing Instalment Plan

You may increase or decrease the term of an existing Instalment Plan at any time. This will change the amount of the monthly Instalment Plan Repayments due under that Instalment Plan starting from the next Statement Cycle.

The term of an Instalment Plan may be changed no more than three times over the first 2 years of the Instalment Plan.

The term of an Instalment Plan must not be increased beyond the maximum term that was originally available when that Instalment Plan was created, less the period that has already passed since the start date of the term of that Instalment Plan.

Cancelling an Instalment Plan

■ 10.12 What happens if you withdraw your request to create an Instalment Plan?

If you asked us to create an Instalment Plan but subsequently withdraw that request, we may cancel that Instalment Plan.

If we cancel the Instalment Plan on the day that it is created, the amount owing under that Instalment Plan will, on and from that day, form part of the Daily Revolving Balance.

If we cancel the Instalment Plan on any day after it is created, on and from the last day of the Statement Cycle in which the Instalment Plan is cancelled:

- (a) the amount owing under that Instalment Plan, including the interest that has accrued on it during the Statement Cycle, will form part of the Daily Revolving Balance;
- (b) interest will accrue on that amount at the Annual Revolving Percentage Rate; and
- (c) any interest free days applying to your Account will cease to apply.



Additional Cardholders

■ 10.13 Additional Cardholders have no authority in respect of Instalment Plans

Additional Cardholders cannot create, or make changes to, Instalment Plans.



11.

Repayments.

Repayments generally

■ 11.1 Overlimit Amounts

You must immediately pay us any Overlimit Amount.

■ 11.2 Your Minimum Repayment must be paid by the Due Date

You must pay the Minimum Repayment in respect of each statement of account by the Due Date. Late payment fees may apply if you don't.

If the Minimum Repayment includes any arrears (including any Overlimit Amount), you must pay those amounts immediately.

■ 11.3 Adding an amount to an Instalment Plan will reduce the Amount Due and the Minimum Repayment

If, between the date of a statement of account and the relevant Due Date of that statement of account, an amount is added to an Instalment Plan, the Amount Due will be reduced by the amount you added to the Instalment Plan and the Minimum Repayment will be recalculated accordingly.

■ 11.4 We'll automatically debit your Autopay Account each month

Your repayments are made by automatic debit from your Autopay Account. The amount of the repayment debited from your Autopay Account will vary according to whether you have chosen the Minimum Repayment Option (see clause 11.5) or the Amount Due Option (see clause 11.6). See clauses 11.10 to 11.16 for more information on how payments made by manual transfer (additional payments) are treated.

■ 11.5 The amount we'll debit if you've selected the Minimum Repayment Option

If you have selected the Minimum Repayment Option, we'll automatically debit the amount of the Minimum Repayment, or any part of the Minimum Repayment which remains outstanding on the Due Date.

If the amount in your Autopay Account is less than the Minimum Repayment amount on the Due Date, then for the five days following the Due Date we'll attempt to debit the Autopay Account for the Minimum Repayment amount.

After this, if we have not been able to debit the Minimum



Repayment Amount, then we'll automatically debit any amount available in your Autopay Account on each day until the Minimum Repayment amount is paid in full.

■ 11.6 The amount we'll debit if you've selected the Amount Due Option

If you've selected the Amount Due Option, we'll automatically debit the Amount Due from your Autopay Account on the Due Date of each month, or any part of the Amount Due which remains outstanding on the Due Date.

If the amount in your Autopay Account is less than the Amount Due on the Due Date, then for the five days following the Due Date, we'll attempt to debit the Autopay Account for the Amount Due.

After this, if we have not been able to debit the Amount Due, then we'll automatically debit any amount available in your Autopay Account on each day until the Minimum Repayment amount is paid in full.

■ 11.7 Repayments must be AUD

All repayments must be made in Australian dollars.

■ 11.8 You can't make repayments that cause your Account to have a positive balance

You cannot make a repayment into your Account that would result in your Account having a positive (credit) balance. If you make such a payment, we'll decline to accept that payment and refund it to you.

■ 11.9 When we'll treat a repayment as being made

We won't treat a repayment as having been made until we receive value for it.

Additional payments

■ 11.10 How to make additional payments

You can make additional payments to your Account at any time by manual transfer to your Account from another eligible account you hold with us. We do not accept additional payments to your Account in any other way (such as payment from an account held with another financial institution or via BPAY).

■ 11.11 What happens if you've selected the Minimum Repayment Option and you make additional payments to your Account?

If you have selected the Minimum Repayment Option and before the Due Date you make an additional payment to your Account which is equal to or greater than the Minimum Repayment, we won't debit any further amount from your Account on the Due Date for that month.



Different rules apply if you make additional payments on an Instalment Plan (see clause 11.15).

■ **11.12 What happens if you've selected the Amount Due Option and you make additional payments to your Account?**

If you have selected the Amount Due Option and before the Due Date you make an additional payment to your Account which is equal to or greater than the Amount Due, we won't debit any further amount from your Account on the Due Date for that month.

Different rules apply if you make additional payments on an Instalment Plan - see clause 11.15.

■ **11.13 You can tell us how you'd like additional payments to be applied to your Account**

When you make an additional payment to your Account, you can specify whether that payment is to be applied to an Instalment Plan or otherwise. The maximum amount that you can pay in respect of an Instalment Plan or other balance owing on your Account will be the amount owing under that Instalment Plan or other balance.

■ **11.14 How we'll apply your additional payments if you don't tell us how the payment is to be applied to your Account**

If you make an additional payment to your Account without specifying the Instalment Plan or other amount to which the payment is to apply, that payment will be applied in the order set out in clause 12.1.

■ **11.15 Additional payments on Instalment Plans**

Amounts owing under any Instalment Plan may be repaid early, in full or in part, at any time by making a payment by manual transfer to the Instalment Plan via the Mobile Application or Online Banking.

Early repayment of part of, but not the full balance of an Instalment Plan will reduce the amount you owe under the Instalment Plan, but won't prevent the next Instalment Plan payment being deducted from your Autopay Account.

■ **11.16 You won't be able apply an additional payment to an Instalment Plan if you're in arrears**

You won't be able to apply an additional payment to any Instalment Plan for as long as your Account is in arrears.

Adjustments to your balance

■ **11.17 When we'll adjust the balance of your Account**

We may adjust the balance of your Account (which may include backdating debits or credits, or making other



corrections) to ensure that it accurately reflects the legal position between you and us. For example, we'll make changes to take into account any processing error, dishonoured payment, or refunds or corrections to your Account (including in the event of a payment being mistakenly directed to your Account). Where a refund is received, unless you request that it be applied to any particular Transaction or part of the balance of your Account, we'll apply that refund to any balance owing under your Account at our discretion.

■ 11.18 How we treat refunds and reversals

For the purposes of this clause 11, any Transaction refund or reversal, or any refund or reversal of a fee or charge will not be treated as a payment to your Account.

Instalment Plans

■ 11.19 When your first Instalment Plan Repayment is payable

If you're eligible for interest free days (see clause 9.1), the first Instalment Plan Repayment under an Instalment Plan will be due on the Due Date of the statement of account for the Statement Cycle following the one in which the Instalment Plan was created.

If you're not eligible for interest free days (see clause 9.1), the first Instalment Plan Repayment under an Instalment Plan will be due on the Due Date of the statement of account for the Statement Cycle in which the Instalment Plan was created.

Each subsequent Instalment Plan Repayment will be due on the Due Date of each successive statement of account until the expiry of the term of that Instalment Plan.



12.

How do we apply your payments?

■ 12.1 We'll apply payments in a certain order

Unless you tell us otherwise (see clause 12.2), we'll apply payments to amounts shown on your last statement of account in the following order until the Closing Balance is paid in full:

- (a) first to amounts attracting the highest Annual Percentage Rate; and then
- (b) in descending order to amounts attracting the lowest Annual Percentage Rate; and then
- (c) to amounts to which an interest free period applies.

Payments are then applied to amounts that have been debited to your Account but have not yet appeared on a statement of account, in the same order described above.

■ 12.2 You can ask us to apply payments in a different order

You can ask us to apply a payment you make in a different order than set out in clause 12.1 (for example, this will occur when you ask us to add an amount to an Instalment Plan). We are not obliged to agree to any such request.

■ 12.3 What happens if you have more than one Instalment Plan?

If you have more than one Instalment Plan, we will apply payments made by you in the following order unless you have otherwise told us:

- (a) first to amounts attracting the highest Annual Instalment Percentage Rate; and then;
- (b) in descending order to amounts attracting the lowest Annual Instalment Percentage Rate; and then
- (c) to amounts to which an interest free period applies.

If you have multiple Instalment Plans and the same Annual Instalment Percentage Rate applies to your Instalment Plans, then the oldest Instalment Plan Repayment will be repaid first under your Account.

We reserve the right to determine how to apply any repayments made by you in the event that you have multiple Instalment Plans.



■ 12.4 Refunds, payments from us and release of pre-authorised Transactions

If we receive funds into your Account as a result of a refund, a payment from us or the release of a pre-authorised Transaction that would result in your Account having a positive balance, we'll credit that amount to your Account. At the end of that day, we'll transfer to your Autopay Account the amount by which your Account is in credit, less the amount of any Transaction that has been effected but not yet processed to your Account.



13.

Fees explained.

■ 13.1 Credit fees and charges and government charges

You must pay to us:

- (a) the credit fees and charges that are payable under this Contract at the times specified in the Credit Card Offer or otherwise required by this Contract or us; and
- (b) all government taxes, duties and charges relating to this Contract, your Account and its operation, whether or not you are principally liable for them.

■ 13.2 We'll debit fees and charges to your Account

We can debit these amounts to your Account and they will appear on your statement of account.

■ 13.3 You can get more information about fees and charges that may apply

Other fees may apply to specific services that you request. Information on our fees and charges is available on request, by visiting our website ing.com.au

■ 13.4 ATM fees

When a Visa Credit Card is used at an ATM you may incur ATM operator fees from the owner of the ATM. We may rebate some or all of these ATM operator fees. If we don't rebate an ATM operator fee you believe is eligible, call us on 133 464. We may modify, introduce a cap on, or discontinue ATM operator fee rebates at any time.



14.

Statement of account.

■ 14.1 When we'll issue you with a statement of account

Unless the law doesn't require us to, we'll provide you with a statement of account for your Account in each month where, during the Statement Cycle, there is any activity on your Account or there is a balance outstanding on your Account.

■ 14.2 How we'll provide a statement of account to you

Statements will be provided to you electronically or via Online Banking. We'll notify you when you have a new statement to view. We won't send you a physical statement of account unless you request us to do so.

■ 14.3 Requesting a statement of account

You, or an Additional Cardholder, may request us to send a statement of account at any time by calling 133 464.

■ 14.4 Tell us immediately if there are any errors or Unauthorised Transactions

Please check your statements carefully and let us know immediately of any errors or Unauthorised Transactions, or if you have any questions or queries. So that you can check your Account statements, you should keep copies of all vouchers, dockets, receipts and Transaction records.



15.

Closing or cancelling access to the Account.

■ 15.1 Cancelling a card, or placing a temporary hold on a card

You can:

- (a) cancel any Visa Credit Card under the Account at any time by calling us on 133 464; and
- (b) place a temporary hold on any Visa Credit Card under the Account at any time by calling us on 133 464 or through any of our Interactive Services.

■ 15.2 Additional Cardholders

Any Additional Cardholder can:

- (a) cancel their own Visa Credit Card at any time by calling us on 133 464; and
- (b) place a temporary hold on their own Visa Credit Card at any time by calling us on 133 464 or through any of our Interactive Services.

■ 15.3 How to close your Account (and terminate the Contract)

You can close your Account (and terminate the Contract) at any time by:

- (a) telling us that you'd like to do so; and
- (b) paying the outstanding balance of the Account in full, plus any amounts charged, accrued or payable but not yet debited to your Account (we'll let you know how you can do this).

Please note that all annual fees are non-refundable should you decide to close your Account and terminate the Contract.

■ 15.4 When we'll restrict or cancel access to your Account

We may restrict, suspend or cancel access to your Account, including by placing a stop or freeze on your Account, or placing a hold on your Visa Credit Card if:

- (a) you cease to hold an ING Orange Everyday Transaction Account;
- (b) you are in default and, in our opinion, it is reasonable in the circumstances for us to restrict or cancel access to your Account;



- (c) we reasonably suspect that your Account, Visa Credit Card, Interactive Service or any other ING account that you hold 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;
- (d) you or an Additional Cardholder use a Visa Credit Card other than in accordance with clause 6.11;
- (e) you give us a hardship notice in relation to your Account or any other account you hold with us;
- (f) there has been no activity on your Account and your Account has had no outstanding balance for the past 6 months;
- (g) we reasonably consider it necessary for security reasons; or
- (h) we reasonably believe that you have conducted your Account in a manner that is not satisfactory to us (including where we reasonably suspect that your Account is being used to cause harm to you or another person), or for any other reason we reasonably consider appropriate.

A 'stop' means you can't make withdrawals. A 'freeze' means you can't make deposits or withdrawals.

■ 15.5 When we'll close your Account

We may close your Account if:

- (a) you cease to hold an ING Orange Everyday Transaction Account;
- (b) you are in default and, in our opinion, it is reasonable in the circumstances for us to close your Account;
- (c) we reasonably suspect that your Account, Visa Credit Card, Interactive Service or any other ING account that you hold 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;
- (d) you or an Additional Cardholder use a Visa Credit Card other than in accordance with clause 6.11;
- (e) there has been no activity on your Account and your Account has had no outstanding balance for the past 6 months;
- (f) you withdraw your agreement to receive notices and documentation by electronic communication; or
- (g) we reasonably believe that you have conducted your Account in a manner that is not satisfactory to us (including where we reasonably suspect that your Account is being used to cause harm to you or another person), or for any other reason we reasonably consider appropriate.



■ 15.6 We may decide not to provide further credit or cancel Visa Credit Cards

We may, at any time and without prior notice, whether or not you are in default and whether or not your Account is closed, decide:

- (a) not to provide you with further credit under the Contract; and/or
- (b) to cancel any Visa Credit Card/s.

We'll only do so for good reason (for example, if we suspect fraudulent use of the Visa Credit Card or if it is necessary for compliance with anti-money laundering obligations) and will advise you if we do so.

■ 15.7 We'll notify you if we decide not to provide further credit

If we notify you that we won't provide you with any further credit, but your Account is not closed (whether or not we have cancelled any Visa Credit Card):

- (a) no further credit will be provided under the Contract but your obligations under the Contract will continue until you pay us the outstanding balance of the Account in full (including any amounts charged, accrued or payable but not yet debited to your Account);
- (b) you must ensure that use of all Visa Credit Cards ceases immediately; and
- (c) unless you are in default and you are obliged to repay the entire outstanding balance of the Account pursuant to clause 16, you must pay the Minimum Repayments due each month, and statements for the Account will continue to be issued until the outstanding balance on your Account has been reduced to nil.

■ 15.8 What you'll need to do if we decide not to provide you with further credit or cancel a Visa Credit Card

If your Account is closed or we decide not to provide you with further credit and/or to cancel any Visa Credit Card:

- (a) you must cancel any periodical debit authority operating in respect of the Account;
- (b) you must cut your physical Visa Credit Card in half (including any Chip), and take all reasonable steps to ensure that all other physical Visa Credit Cards are cut in half (including any Chip), and remove any virtual Visa Credit Card from an electronic wallet on a device; and
- (c) you'll still be liable for any Transactions processed before and after your Visa Credit Card or that of any Additional Cardholder is cancelled, unless these Terms and Conditions provide otherwise.



16.

What happens when you are in default?

■ 16.1 When are you in default?

You're in default if:

- (a) you fail to pay any amount payable under this Contract, on or before its due date;
- (b) the balance of your Account exceeds the Credit Limit;
- (c) there is a breach of clause 4.2, 6.11 or 13.1 of these Terms and Conditions or any material undertaking given to us at any time;
- (d) we have reasonable grounds to believe you never met, or you no longer meet, the eligibility criteria in clause 4.1;
- (e) you give us incorrect or misleading information in connection with this Contract;
- (f) we reasonably believe you have acted fraudulently in connection with this Contract;
- (g) you commit an act of bankruptcy;
- (h) you are convicted of a criminal offence;
- (i) you pass away or become incapable of managing your affairs;
- (j) we have reasonable grounds to believe that continuing this Contract with you would cause us to breach a relevant law or would represent an unacceptable level of risk for us, including where:
 - (A) we reasonably believe that you have migrated to a country that we determine is ultra high risk, given our obligations under anti-money laundering and counter-terrorism laws (for information on relevant countries, please contact us);
 - (B) you fail to provide information or a document to us that we have requested for the purpose of our compliance with a relevant law (including Foreign Tax Residency self-certification or any details necessary for us to verify your nationality in accordance with anti-money laundering and counter-terrorism laws); or
 - (C) we reasonably form the view that you are 'high risk' given our obligations under anti-money laundering and counter-terrorism laws having regard to our obligation to consider the risks posed by your sources of funds and



wealth, your business or employment, the countries in which you reside, the services we provide to you and the method through which you access those services and/or your status as a politically exposed person.

■ 16.2 What we'll do when you're in default

If you are in default, we'll send you a default notice telling you what the default is, what you have to do to remedy the default, and that you will have at least 30 days from the date of the notice to remedy the default. If you do not comply with a default notice, then at the end of the period stated in the default notice:

- (a) the balance of your Account, and any other amounts charged, incurred or payable but not yet debited to your Account, will become immediately due for payment;
- (b) we may commence proceedings against you for the amount described in clause 16.2(a) and exercise our rights under this Contract and at law; and
- (c) we may cancel all Visa Credit Cards issued under the Account and/or close the Account.

■ 16.3 You'll have the right to remedy your default

If we are required by law to give you notice to remedy your default, you will be deemed to have failed to remedy the default if, at the end of the time allowed by the notice, you have remedied that default but have committed another of the same type.

■ 16.4 When we won't give you a default notice

If we reasonably determine that we were induced by fraud to enter into this Contract, or were unable to locate you after we have made reasonable attempts to do so, we won't be required to give you a default notice described in clause 16.2. The balance of your Account will become immediately due and payable and we may take any of the steps referred to in clauses 16.2(a) to 16.2(c) without notice.

■ 16.5 We may need to assess whether your default is material

Except where you are in default in the circumstances described in clause 16.1(a), clause 16.1(b) or 16.1(c), we will not take any of the steps described in clause 16.2 unless we make an assessment (acting reasonably) that your default is material. We might consider your default to be material either by its nature or because it had, or is likely to have, a material impact on:

- (a) your ability to meet your financial obligations to us under this Contract
- (b) our credit risk or our ability to assess this risk; or
- (c) our legal or reputational risk.



■ 16.6 Your acknowledgement

You acknowledge that, other than in respect of our obligation to comply with any relevant laws and to make an assessment as to whether your default is material under clause 16.5, there is no agreement, arrangement, or understanding between us that repayment will only be demanded on the occurrence or non-occurrence of a particular event.

■ 16.7 Anti-money laundering and counter-terrorism financing

Notwithstanding any other rights we have, if you are in default in the circumstances described in clause 16.1(j) we may be required under anti-money laundering and counter-terrorism laws to:

- (a) collect further information about you;
- (b) disclose information relating to you or your account to Australian and overseas regulators and others;
- (c) stop, prohibit, delay, block or freeze transactions;
- (d) close your Account or deal with it in any way required by law; and
- (e) take other action required by law.

Enforcement expenses

■ 16.8 You'll need to pay enforcement expenses

You must pay us all reasonable enforcement expenses we or our agents incur in exercising our rights because of your default under this Contract. We can debit these amounts to your Account and they are payable immediately.

■ 16.9 Interest charges

Interest charges will apply to enforcement expenses until paid in full (see clause 8). These interest charges will apply at the Annual Revolving Percentage Rate whether or not an obligation to pay us an amount under the contract becomes merged in a court order or judgement.



17.

Things change.

We may change your Contract

■ 17.1 When we can change things without your consent

We can, acting reasonably, change this Contract (such as by varying an existing provision or adding a new provision) at any time without your consent for one or more of the following reasons:

- (a) to comply with any change or anticipated change in any relevant law, code of practice, guidance or general banking practice;
- (b) to reflect any decision of a court, ombudsman or regulator;
- (c) to reflect a change in our systems or procedures, including for security reasons;
- (d) as a result of changed circumstances (including adding or removing benefits or features);
- (e) to respond proportionately to changes in the cost of providing the Account (including by changing interest rates); or
- (f) to make them clearer.

■ 17.2 What things can we change?

The types of changes we may make include:

- (a) imposing a new fee or charge;
- (b) changing the amount, frequency, or time for payment of a fee or charge;
- (c) changing the amount, frequency, time for payment or method of calculating any Minimum Repayments;
- (d) changing the way interest is calculated or debited;
- (e) changing an Annual Percentage Rate;
- (f) reducing (but not increasing) your Credit Limit; and
- (g) adding or removing benefits or features.

We'll give you notice of any changes

■ 17.3 We'll comply with our obligations

We'll give you notice of the change in accordance with any requirement of the National Credit Code, the Banking Code of Practice, the ePayments Code or any other code, guide or law which may apply.



■ 17.4 How and when we'll give notice of a change

We'll give you:

- (a) notice of an increase in an Annual Percentage Rate by writing to you or by newspaper advertisement no later than the day on which the increase is to take effect;
- (b) notice by writing to you at least 30 days or by newspaper advertisement, before we:
 - (i) change the amount, frequency, the time for payment or method of calculation of any Minimum Repayments, including a change to any interest free period (which does not reduce your obligations or extend the time for payment);
 - (ii) increase your liability for losses relating to EFT Transactions;
 - (iii) introduce or increase fees or charges:
 - (A) relating to using the Interactive Services, the Visa Credit Card;
 - (B) for issuing an additional or replacement Visa Credit Card or Code; or
 - (C) for performing EFT Transactions;
 - (iv) impose, remove or change a daily or other periodic Transaction limit applying to use of an Access Method, Electronic Equipment or your Account, except where an immediate change is necessary to restore or maintain the security of the EFT System or to prevent systemic or individual criminal activity or fraud;
 - (v) change the frequency or time for payment of a fee or charge or the method of calculating or debiting interest;
 - (vi) make any change in fees and charges which does not reduce your obligations or extend the time for payment; or
 - (vii) make any other change to the Contract which increases your obligations or reduces the time for any payment.
- (c) at least 30 days' notice by writing to you or by newspaper advertisement if we make any change in fees and charges which does not reduce your obligations or extend the time for payment.

If we give you notice by newspaper advertisement, or if we make any change to fees and charges or Minimum Repayments which reduces your obligations or extends the time for payment, we'll provide you with particulars of any such change when your next statement of account is sent after the change takes effect.



18.

Transaction limits.

■ 18.1 We may limit the number or value of Transactions

At any time we may, acting reasonably, limit the number or value of Transactions which may be made on the Account, including on a periodic basis.

■ 18.2 We may change a limit

We may change any such limit at any time. If the limit is increased or removed, this may increase your liability for Unauthorised Transactions.

■ 18.3 What limits apply to your Account?

Limits that apply to Transactions on your Account are set out below.

Transaction	Limit
Visa contactless Transactions without a PIN	<ul style="list-style-type: none">■ Transactions under \$100 in Australia.■ Other limits may apply outside of Australia.
Cash Advances	<p>The total value of Cash Advances permitted on your Account at any time is limited to the lesser of:</p> <ul style="list-style-type: none">■ 10% of the Credit Limit; and■ \$500. <p>If the total value of Cash Advances on your Account reaches this limit, you will not be able to make any further Cash Advances until that value is reduced below this limit. If a Cash Advance would cause you to exceed this limit, it may not be processed. It's important to note that any ATM operator fees that are charged are included in the value of a Cash Advance.</p>
BPAY payments	<p>Set by the biller for individual BPAY payments. A biller with multiple biller codes may vary limits for each code. Limits may also depend on the type of account the payment is being made from (e.g. a credit card).</p>



Transactions made using Google Pay at an EFTPOS terminal	USD \$1000 per transaction applies. For current exchange rates, refer to Visa website .
All other Transactions using your Visa Credit Card or Card Details	The available balance of the Account, up to the Credit Limit (see section 7 for more information about your Credit Limit).

■ 18.4 Limits may be imposed by others

Merchants and other financial institutions may impose additional Transaction limits.



19.

Regular payment arrangements.

■ 19.1 Authorising a regular payment arrangement

You or any Additional Cardholder can authorise a Merchant to debit amounts to your Account on a regular basis (a 'recurring payment arrangement') by providing them with your Card Details. If you ask, we will give you a list of recurring payment arrangements on your Account for up to the previous 13 months. The list will include only those regular payment arrangements that are known to us from the information we receive about your Transactions.

■ 19.2 What happens if your Card Details change?

In respect of a recurring payment arrangement, it is your responsibility to ensure that the Merchant has your accurate and up to date Card Details, including where any Card Details change (for example, when a Visa Credit Card is replaced after it expires or is lost or stolen).

In some instances, the details of a replacement Visa Credit Card will be automatically available to the Merchant when the card is activated. If you'd like to opt out of these automatic updates, or otherwise prevent a Merchant from debiting funds from your Account, you can contact us to request this.

■ 19.3 Can you cancel or change a recurring payment arrangement?

You should notify the Merchant if you wish to change or cancel the recurring payment arrangement (and any underlying contract) that you have with them. If you'd like to prevent a Merchant from debiting funds from your Account, you can contact us to request this.

If the Merchant refuses to change or cancel any recurring payment arrangement in accordance with your instructions, you or any Additional Cardholder can dispute the debits to your Account in accordance with the Chargeback provisions in clause 25.

■ 19.4 Can you dispute a transaction under a regular payment arrangement?

You can ask us to dispute a transaction under a regular payment arrangement on your behalf. If you ask us to dispute



the transaction under a regular payment arrangement, and the dispute is within the time limits set by Visa, we:

- will claim the relevant amount back if it has been incorrectly charged and you have not contributed to the loss; or
- may accept the merchant's refusal to give a chargeback if the refusal accords with the Visa rules.

■ 19.5 What should you do if your Account is closed?

If your Account is closed, all Merchants with whom a regular payment arrangement has been made must be advised of any new arrangements.



20.

Our right to combine accounts.

■ 20.1 We can set-off or combine your accounts with us

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

- Set-off the whole, or any part of, your account balance to satisfy any amount you owe us under other accounts (including any loan accounts) held in the same name with us;
- combine your account with such other accounts.

This means that we may transfer any credit balance of any other account you hold with us to your Account if it is in debit and vice versa. We may do this at any time and without prior notice to you, however we'll inform you if we have exercised this right.



21.

Interactive Services.

General

■ 21.1 What Interactive Services do we provide?

You, and any Additional Cardholder, may use our Interactive Services to access and perform Transactions on your Account. Our Interactive Services are made up of:

- (a) the Mobile Application;
- (b) Online Banking; and
- (c) Phone Banking.

■ 21.2 What can you do via the Mobile Application?

The Account is designed to be accessed and operated primarily via the Mobile Application. You can use the Mobile Application for a range of different functions, including to:

- (a) view the balance and available credit of your Account;
- (b) view all activity, including Transactions and Instalment Plans, on your Account;
- (c) view Additional Cardholders;
- (d) create, repay and cancel Instalment Plans;
- (e) make accelerated repayments;
- (f) place a temporary hold on your Visa Credit Card or the Visa Credit Card of any Additional Cardholder;
- (g) transfer funds to another account you hold with us (where the Account has a credit (positive) balance);
- (h) set the Autopay Account during activation of your Account; and
- (i) change your PIN.

■ 21.3 What can an Additional Cardholder do via the Mobile Application?

An Additional Cardholder can use the Mobile Application for a limited range of functions, including to:

- (a) view the balance and available credit of your Account;
- (b) view all activity, including Transactions and Instalment Plans, on your Account; and
- (c) change their PIN.



■ 21.4 What can you do via Online Banking and Phone Banking?

A number of the functions in clauses 21.2 and 21.3 may also be performed using Online Banking or Phone Banking.

Accessing our Interactive Services

■ 21.5 Accessing our Interactive Services

To access our Interactive Services you will need your Client Number (which we will give to you when you first open an account with us) and an Access Code (which you will be able to select).

■ 21.6 Changing your Access Code

You can change your Access Code at any time by using our Interactive Services - to do so, you will need your Client Number and current Access Code, and may need to comply with our Enhanced Security Measures (this may include registering for SMS security codes).

If you have forgotten your Access Code, you can change it by using our Interactive Services and complying with our Enhanced Security Measures.

Using our Interactive Services

■ 21.7 When we'll follow your instructions

When using the Interactive Services instructions will be carried out if:

- (a) they're permitted by this Contract;
- (b) they are not prohibited by law; and
- (c) they comply with any directions we give on how to use the Interactive Services.

■ 21.8 When we won't follow your instructions

We are not obliged to carry out any instructions through the Interactive Services if:

- (a) the instruction is not accepted by our system;
- (b) there is a technical failure of equipment, our system or outside our system which causes a delay in the transmission or acceptance of the instruction; or
- (c) your access to our Interactive Services is suspended.

■ 21.9 You authorise us to follow your instructions

We have the authority to act on any instructions given to us using the Interactive Services in conjunction with the Client Number and Access Code of you or any Additional Cardholder. If it's not possible to carry out the instructions, we may seek further



information from you before carrying out those instructions. When you, or any Additional Cardholder, give us instructions using our Interactive Services, those instructions cannot always be altered or stopped. You, and any Additional Cardholder, should take care to provide us with the correct instructions.

■ 21.10 Tell us if there are any delays or mistakes

You should notify us promptly if you become aware of any delays or mistakes in effecting instructions made through the Interactive Services.

Enhanced Security Measures

■ 21.11 Additional security measures may apply

When you provide us with certain instructions using our Interactive Services, we may require you to comply with our Enhanced Security Measures. These measures are in place for both your protection and ours.

■ 21.12 What happens if you don't comply with any Enhanced Security Measure

If you don't comply with any Enhanced Security Measure we require, you may be denied access to our Interactive Services or certain functionalities.

If you are unable to use our Enhanced Security Measures, please call one of our Customer Care Specialists to discuss alternative options.

Availability of our Interactive Services

■ 21.13 Open, 24/7

We'll try to ensure our Interactive Services are available 24 hours a day, 7 days a week. Customer Care Specialists may only be available during certain hours. To find out their hours, please visit [ing.com.au](https://www.ing.com.au)

■ 21.14 When we'll withdraw or deny access

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

■ 21.15 1, 2, 3 unsuccessful attempts

Access to the Interactive Services will be automatically denied after three unsuccessful attempts to enter the Client Number and Access Code of you or any Additional Cardholder. If this happens, access can be restored by contacting us.



■ 21.16 Things change

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

Accuracy of information

■ 21.17 Tell us if something looks wrong

If there's an error, inaccuracy or omission in relation to the Interactive Services and you advise us in writing, we'll try to correct the error, inaccuracy or omission. We'll advise when the problem is fixed.

Additional conditions for accessing our Website

■ 21.18 We're giving you a limited licence

When you use our Website, we grant you a limited licence to display on your computer or mobile device, print, download and use the underlying HTML, text, hyperlinks, information, content and transaction facilities made available on this site for your personal use and records only. You are not permitted to modify, alter, transfer, interfere with the working of, reverse engineer, remove, create, distribute, or pass onto or link to or from another website.

■ 21.19 We own our Website

Copyright in the Website is owned by us and all rights are reserved. Except as provided in the limited licence and any use permitted by the Copyright Act 1968 (Cth), no part of the material may be reproduced or provided to the public, in any form or by any means, without our written permission.

■ 21.20 Trademarks

The ING Bank or ING trademarks and devices are trademarks owned by ING Groep N.V. except as provided in the limited licence, no permission is given for the reproduction or publication of any trade marks on the Website by any person.

■ 21.21 When we are taken to receive an electronic message

For the purpose of any electronic communications which are sent to us via the Website or the Mobile Application, an electronic communication is not taken to be received by us until the email message enters our electronic mail box and is able to be opened in a readable form by us.



Suspension and termination of access

■ 21.22 When we'll suspend or terminate access

We can suspend or terminate access to any Interactive Service at any time:

- (a) if we suspect fraudulent use of the Interactive Service;
- (b) if suspension or termination is, in our view, necessary for compliance with anti-money laundering obligations; or
- (c) in the event of failure to comply with clause 21 of these Terms and Conditions.

Recording communications

■ 21.23 When we'll record communications

For accuracy, security and quality monitoring purposes, we can, at our discretion, record Phone Banking communications and make electronic copies or monitor any activities using Online Banking or the Mobile Application.

If we monitor communications for security reasons we'll let you know beforehand, unless we are prevented by law from doing so.



22.

Account security.

General

■ 22.1 Protect your security!

You, and any Additional Cardholder, must protect relevant Access Methods at all times to prevent unauthorised access to your Account. You, and any Additional Cardholder, must take care to ensure that Access Methods are not misused, lost or stolen and that, where an Access Method is a Code, the Code does not become known to anyone else.

■ 22.2 You'll be responsible

You are responsible for all instructions given to us using any Client Number and/or Codes that may be used to access your Account. We are not required to verify or authenticate the identity of a person supplying any such Client Number and/or Code before providing access to your Account or processing an instruction in respect of your Account. That's why it's important to keep all Codes secure and confidential.

Electronic Equipment security

■ 22.3 Protect the security of Electronic Equipment

You, and any Additional Cardholder, must take all reasonable steps to protect the security of your respective Electronic Equipment. Reasonable steps include:

- (a) for computer hardware and software, protecting the computer from viruses and maintaining passwords;
- (b) for a mobile device, setting screen lock passwords and ensuring that others do not have access to the use of the mobile device.

■ 22.4 Don't leave things unattended and log out when you're done

You, and any Additional Cardholder, should:

- (a) not leave any Electronic Equipment used to access Online Banking or the Mobile Application, unattended; and
- (b) log out of Online Banking and the Mobile Application at the end of each session.



Access Method security guidelines

■ 22.5 How you can keep your Access Method secure

This clause contains guidelines which you, and any Additional Cardholder, should follow to protect against unauthorised use of an Access Method. These guidelines provide examples only of security measures and won't determine your liability for losses resulting from any Unauthorised Transaction. Liability for Unauthorised Transactions will be determined in accordance with clause 24 of these Terms and Conditions and the ePayments Code.

■ 22.6 Visa Credit Card

To protect a Visa Credit Card

- (a) Sign the physical Visa Credit Card as soon as it is received.
- (b) Always keep the Visa Credit Card in a safe, secure place and check regularly to ensure it has not been lost or stolen.
- (c) Never lend the physical Visa Credit Card to any person or permit any other person to use the Visa Credit Card.
- (d) When a Transaction is complete, remember to take the physical Visa Credit Card and the Transaction receipt.
- (e) Check regularly to make sure you still have:
 - your physical Visa Credit Card; and
 - The device with a digital wallet that your virtual Visa Credit Card is linked to, or on which you access the Mobile Application.

■ 22.7 Card Details

To protect the Card Details

- (a) Do not give or tell the Card Details to anyone.
- (b) Use care to prevent anyone seeing the Card Details when entering them at Electronic Equipment or viewing them in the Mobile Application.

■ 22.8 Code

To protect a Code

- (a) Where a Code is issued by us, you must memorise the Code when it is received and destroy our notice of the Code.
- (b) If given the option to select a Code, you must not select a Code which represents a name, date, telephone number, car registration or anything else that could be associated with them, or a Code which has an easily retrievable combination (such as repeated numbers or letters).
- (c) You must never tell or show a Code to anyone, including a family member, friend or person in authority (such as a



bank officer or police officer) or any other person, unless we ask you to provide your Code in the following specific circumstances:

- i. 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 that 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.
 - ii. 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;
- (d) You must not record a Code on the physical Visa Credit Card.
- (e) You must not keep a record of any Code (without making a reasonable attempt to protect the security of the Code) on your Visa Credit Card, in or on anything you usually carry with your Visa Credit Card, as it could be lost or stolen at the same time as the Visa Credit Card. The only exception from this requirement is where the Code is a one-time passcode that we provide by SMS to your registered mobile number and you have linked your virtual Visa Credit Card to the digital wallet on the device linked to that mobile number, and you:
- access our Mobile Application, or
 - have linked your virtual Visa Credit Card to the digital wallet on the device linked to that mobile number.
- (f) You must not record the Code on a computer, telephone or mobile device or on one or more articles likely to be stolen simultaneously without making a reasonable attempt to disguise the Code.
- (g) You must not keep the physical Visa Credit Card and a Code together, for example in a bag or wallet, in a car or in the same piece of furniture.
- (h) You must not keep a record of the Code with any document containing the reference numbers for the Account, such as statements.
- (i) You must be careful to prevent anyone else from seeing the Code being entered at Electronic Equipment and watch out for mirrors, security cameras or any means which enable other people to see the Code being entered.



- (j) You must not access our Interactive Services directly from a facility where the details entered may be recorded by a third party, e.g. a hotel telephone or a computer at an internet café.
- (k) If you or any Additional Cardholder suspect that someone else may know a Code or that an unauthorised person is using a Code, or that there has been an Unauthorised Transaction, you or they should contact us immediately to arrange the selection of a new Code.
- (l) You must not be careless about protecting the security of your Codes.

■ 22.9 What won't be secure

We do not consider the following to be reasonable attempts to disguise a Code:

- (a) recording the disguised Code on the physical Visa Credit Card;
- (b) disguising the Code by reversing the number sequence;
- (c) describing the disguised record as a Code record;
- (d) disguising the Code as a telephone number where no other numbers are recorded;
- (e) disguising the Code as a telephone number, postcode, amount or date with the Code in its correct sequence within the number;
- (f) disguising the Code using alphabetical characters, i.e. A=1, B=2, C=3 etc. or in any other easily understood code; or
- (g) recording the Code as a series of numbers or letters with any of them marked to indicate the Code.

You and any Additional Cardholder must not use any other form of disguise which is similarly unsuitable or such that another person can easily work it out.

Account Aggregation Services

■ 22.10 What if you want to use an Account Aggregation Service?

Some companies provide account aggregation services that allow you to view account information from different institutions on the one web page. To use an account aggregation service, you're usually required to give the service provider your account details and your Access Method. We don't endorse, promote or authorise the use of account aggregation services in connection with your Account or our Interactive Services. Please remember, if you disclose your Access Code to another person, you'll be liable for any transactions on your account(s) they make using that Access Method.



23.

Loss, theft or unauthorised use of an Access Method.

■ 23.1 Tell us if you think the security of a code has been compromised

As soon as you, or any Additional Cardholder, realise or suspect anyone else knows any of the Codes (including an Access Code or PIN), any Visa Credit Card or Access Method is lost, stolen or used without permission, or an Unauthorised Transaction has been made on your Account, you or they must contact us immediately by calling 133 464 (or visit ing.com.au/contact-us when overseas).

It's important that you, or the Additional Cardholder, tell us as soon as you or they realise or suspect anyone else knows any of the Codes (including an Access Code or PIN), or your Visa Credit Card or Access Method is lost, stolen or used without permission because if you or they don't do so you may be liable for any transactions that occur on the Account, including all associated fees and charges – liability for Unauthorised Transactions will be determined in accordance with clause 24 of these Terms and Conditions and the ePayments Code.

■ 23.2 Reference details

We'll provide reference details to confirm that we have been alerted to the situation.

■ 23.3 You won't be liable for Unauthorised Transactions in certain circumstances

If, for any reason, the telephone number above is not operational at the time notification is attempted, you won't be liable for any Unauthorised Transactions which could have been prevented during that time, provided notification is made within a reasonable time of the telephone number becoming operational again.



24.

Who's responsible for Unauthorised Transactions?

Unauthorised Transactions are Transactions that are performed without your consent and knowledge. An Unauthorised Transaction does not include:

- a transaction you perform;
- a transaction anyone else performs with your knowledge and consent (for example, if you give another person a Code that authorises a transaction);
- a transaction that is performed by using your Visa Credit card and another person's Biometric Identifier which are registered on the same compatible mobile device.

If you think that you have been the subject of a scam then you should contact us immediately.

■ 24.1 What happens if EFT Transactions are conducted without your knowledge or consent?

The following clauses relate to your liability for EFT Transactions on your Account carried out without the knowledge or consent of you or an Additional Cardholder.

■ 24.2 When you're liable

You are liable for all EFT Transactions on your Account carried out with your knowledge or consent or the knowledge or consent of an Additional Cardholder.

When you're not liable

■ 24.3 When you're not liable

You're not liable for losses arising from an unauthorised EFT Transaction:

- (a) that relates to any of your or any Additional Cardholder's original or reissued Codes, Identifiers, Visa Credit Cards that are forged, faulty, expired or cancelled;
- (b) that arises from Transactions made through our Interactive Services or with a Visa Credit Card that require a Code, before the relevant Visa Credit Card or Code (including a reissued Visa Credit Card or Code) has been received by you or the Additional Cardholder;



- (c) that is caused by the fraudulent or negligent conduct of our employees, agents, those of companies involved in networking arrangements with us, or Merchants linked to the EFT System or their employees or agents;
- (d) that results from the same Transaction being incorrectly debited more than once to your Account by us;
- (e) that occurs after we have been notified that the security of a Code has been breached or a Visa Credit Card has been lost, stolen or used without permission;
- (f) if it's clear that neither you, nor any Additional Cardholder, have contributed to the losses;
- (g) that can be made using an Identifier (a non-secret identifier such as your Account number) without a Visa Credit Card or Code; or
- (h) that can be made using a Visa Credit Card, or a Visa Credit Card and an Identifier but which does not require a Code, unless there is an unreasonable delay in the reporting of the loss or theft of the Visa Credit Card.

When you'll have limited liability

■ 24.4 Your liability may be limited

If it's not clear whether you or any Additional Cardholder have contributed to the loss caused by an Unauthorised Transaction that required one or more Codes, the amount of your liability will be limited to the least of:

- (a) \$150;
- (b) the actual loss at the time we're notified that the security of the Codes was breached or the Visa Credit Card has been lost, stolen or used without permission (limited by the applicable daily or periodic transaction limits over the relevant timeframe); and
- (c) the available balance of your Account when the Unauthorised Transaction was made.

When you'll be liable

■ 24.5 You'll be liable if you contributed to the loss

If we can prove on the balance of probability that you or an Additional Cardholder contributed to the loss caused by the Unauthorised Transaction:

- (a) through fraud;
- (b) by failing to comply with the Code Security Requirements;



- (c) where more than one Code is required to perform a Transaction and we prove:
- (i) that the security of a Code for one or more Codes has been breached, but not all of the required Codes; and
 - (ii) we can prove on the balance of probability that a breach of security of a Code was more than 50% responsible for the losses when assessed together with all the contributing causes, then you are liable for the actual losses which occur before we are notified of the loss, theft or misuse of the Code or Visa Credit Card or a breach of the Code Security Requirements. You are liable in full for the actual losses that occur before the loss, theft or misuse of a device or breach of the Code Security Requirements is reported to us. However, you won't be liable for any loss on any day, or in any period, exceeding any applicable daily transaction limit for that day or period and you won't be liable for loss in excess of the Credit Limit.

■ 24.6 What happens if you leave a card in an ATM?

If you, or any Additional Cardholder, leave a physical Visa Credit Card in an ATM, you will be liable for all losses arising from Unauthorised Transactions as long as the ATM incorporates reasonable safety standards that lessen the risk of the physical Visa Credit Card being left in the ATM (e.g. ATMs that capture physical Visa Credit Cards that aren't removed or which require a user to swipe and then remove a physical Visa Credit Card before commencing the Transaction).

Liability for unreasonably delaying notification

■ 24.7 Why it's important to tell us immediately if security of a Code has been compromised

If we can prove on the balance of probability that you or an Additional Cardholder have contributed to a loss caused by an Unauthorised Transaction by unreasonably delaying notification that the security of a Code or Visa Credit Card has been compromised after you or the Additional Cardholder became aware of the loss, theft or breach, you will be liable to us for the actual losses incurred between:

- (a) the time you or the Additional Cardholder first became aware (or should reasonably have become aware) of any of these events; and
- (b) the time we are actually notified of the relevant event, however, you won't be liable for any loss on any day, or in any period which exceeds any applicable daily transaction



limit, for that day or period, and you won't be liable for loss in excess of the Credit Limit.

Liability caused by equipment malfunctions

■ 24.8 You won't be liable for equipment errors, except where you knew of the error

You are not liable for any loss caused because the EFT System or Electronic Equipment accepted your instructions, or the instructions of an Additional Cardholder, but failed to complete the Transaction. However, if you or the Additional Cardholder were aware, or should have been aware, that the EFT System or Electronic Equipment was unavailable or malfunctioning, our responsibility will be limited to:

- (a) correcting errors in your Account; and
- (b) refunding any charges or fees imposed as a result.

■ 24.9 What we won't be responsible for

We're not responsible for:

- (a) errors, inaccuracies, interruptions, viruses or defects due to any system or equipment failing to complete a Transaction;
- (b) delays resulting from any network, system or equipment failing to support the Interactive Services or Visa Credit Card; or
- (c) any Interactive Services or Visa Credit Card system or equipment failing to complete Transaction instructions.

■ 24.10 What we'll do if we're responsible

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

Liability for BPAY payments

■ 24.11 You won't be liable for unauthorised BPAY payments

If a BPAY payment is unauthorised or is made from your Account otherwise than in accordance with your instructions, we'll credit your Account for the payment amount.

If a BPAY payment is fraudulently induced by someone involved in the BPAY Scheme, then that person should refund you that payment. If that person doesn't refund the payment you have to bear the loss. That is unless some other person in the BPAY Scheme:

- (a) knew of the fraud; or
- (b) would have detected it with reasonable diligence.

In this case, that person must refund you the payment.



■ 24.12 We're not liable for indirect loss or damage

We're not liable for any indirect loss or damage you may suffer as a result of using the BPAY Scheme, unless we:

- (a) acted negligently; or
- (b) breached any condition or warranty in regard to the supply of goods or services, which can't be excluded or limited under law

■ 24.13 You indemnify us

You indemnify us against any loss or damage we may reasonably incur due to any action of any kind brought against us because you:

- (a) did not observe any of your obligations in connection with this Contract; or
- (b) acted negligently or fraudulently in regard to this Contract.

Your liability under this clause is reduced to the extent ING's negligence, wilful misconduct or fraud contributed to the action being brought against us.



25.

Chargebacks.

■ 25.1 Our right to reverse a Transaction

We have the right under the Credit Card Scheme Rules to seek the reversal of a Transaction, involving a “Chargeback” or debiting of the Transaction to the Merchant’s account with its financial institution, in the circumstances provided for by those Rules.

■ 25.2 When we’ll claim a Chargeback right

We’ll claim a Chargeback right where one exists under the Credit Card Scheme Rules. We’ll use our best efforts to Chargeback a disputed Transaction for the most appropriate reason. This does not mean that the disputed Transaction will necessarily be charged back.

■ 25.3 The Merchant will need to accept the claim

The Merchant’s financial institution must accept the claim in order for any claim by you, or any Additional Cardholder, to be successful. If the Merchant’s financial institution rejects a Chargeback, we won’t accept that rejection unless we are satisfied that the rejection is reasonable and is consistent with the Credit Card Scheme Rules.

■ 25.4 You should report a disputed Transaction as soon as you can

You or an Additional Cardholder should make every effort to report a disputed Transaction to us within 30 days of the date of the statement of account which contains that Transaction, so that we may reasonably ask for a Chargeback where that right exists.

■ 25.5 What could happen if you don’t report a disputed Transaction or don’t provide information requested

Failure by you or an Additional Cardholder to report a disputed Transaction, charge, refund or payment, and to provide any additional information required within this timeframe could affect our ability to claim a Chargeback right (if any) under the Credit Card Scheme Rules and result in you being liable for the amount of that Transaction, charge, refund or payment. These rules impose time limits on reporting disputed Transactions, charges, refunds or payments. In certain circumstances where the ePayments Code applies there may be no set time limit for reporting a disputed Transaction.

■ 25.6 Chargeback rights do not apply to BPAY payments

The chargeback rights described in clauses 25.1 to 25.5 do not apply in respect of BPAY payments made from your Account.



26.

Privacy.

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

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.

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; and
- our complaint handling procedures.

You can review the ING Privacy Policy on our website at ing.com.au/privacy or request a copy by either calling or writing to us.

Collection of your personal information from you or other sources

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. 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 Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (Cth) (AML laws).

We'll also need to collect personal information necessary to comply with our legal and regulatory obligations, including to identify customers for the purposes of the Anti-Money Laundering and Counter-Terrorism Financing Act 2006, to determine and report in respect of your Foreign Tax Residency Status, and to satisfy our responsible lending obligations under the National Consumer Credit Protection Act 2009.

If you don't provide the personal information that we request, we'll 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 won't 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'll 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 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 and building societies, in order to set up and manage your account and manage banking transactions.



ii Other organisations

Other ING Group entities and third parties, such as:

- ING Group companies in order to service other ING products you may have within the Group and portfolio analysis;
- ING Group entities located in the countries specified on our website for account administration, security purposes 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, in order to satisfy legal and regulatory requirements;
- 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);
- organisations undertaking reviews of the integrity of our operations, including the completeness of our information;
- authorised organisations providing 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);
- our solicitors, valuers and insurers;
- 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. We may also disclose your biometric data such as face or fingerprints for authentication and/or verification purposes such as ID document verification or identity authentication;
- any person acting on your behalf including mortgage intermediaries, your financial adviser, power of attorney, solicitor or accountant.

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.



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 or by email to customeradvocate.au@ing.com. Please note that requests for access to your personal information may only be made by you and we'll require you to verify your identity 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.

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. You may elect not to receive further information about us or ING Group products and services by contacting us online, calling or writing to us. 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 or our products.

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 by logging in to online banking followed by 'My Personal Details'; or
- contacting us by phone with your Client Number ready.

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, see our complete Privacy Policy under "Right to complain".



How to contact us

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

- calling 133 464
- emailing privacyaccessrequests@ing.com.au
- writing to:
ING Privacy Office
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.

Credit Information

If you apply for credit with us or offer to act as guarantor for any of our customers, we will collect and share your personal information and your credit-related information with Credit Reporting Bodies (CRB), and/or we will collect your credit-related information from CRBs (Information Request). This is done for the purpose of determining your eligibility for credit (or your suitability to act as guarantor), and we may assess or rate your suitability for credit (or to act as a guarantor). Please note:

- i. Your consent is not required for an Information Request.
- ii. A record of Information Requests may be used by, and as relevant, disclosed to CRBs or credit providers for the purpose of assessing your creditworthiness, including calculation of a credit score or credit rating, subject to any limitations on use or disclosure under applicable laws, regulations, or the Privacy (Credit Reporting) Code.
- iii. Generally, when a credit reporting body records an Information Request related to your application for credit, this may impact your credit score or rating, which might go up, down, or stay the same. This depends on factors such as the type of credit you're applying for, how many other Information Requests you've had recently, and other details in your report. For example, making multiple credit applications over a short period may negatively impact your credit score.

If you apply for commercial credit or are a guarantor in relation to an application for credit, we can only do an Information Request with your consent.



ING may:

i. Commercial credit information

Collect and use any commercial credit information to assess an application for consumer credit or commercial credit.

ii. Collection of overdue payments

Collect and use a credit report provided by a credit reporting body to collect overdue payments.

iii. Provide information to mortgage insurers

Disclose information to a mortgage insurer to assess the risk of providing mortgage insurance or to assess the risk of default.

iv. Exchange of information between credit providers

Collect, use or disclose to another credit provider (including without limitation any other credit provider who has lent money on the same security) any information or opinion about credit worthiness, credit standing, credit history or credit capacity.

v. Exchange of information with introducers

Collect any consumer or commercial credit information from, or disclose that information to; any introducer, financial consultant, accountant, lawyer, or intermediary (including any introducer mentioned on the front page of the application form) acting in connection with any financing provided.

vi. Provide information to credit reporting bodies

Disclose to a credit reporting body consumer or commercial credit-related information as permitted by the Privacy Act and Privacy (Credit Reporting) Code, including for the purposes of conducting research in relation to credit. The information may include, but is not limited to, identity particulars; the fact that credit has been applied for and the date on which the account is opened, the amount and type of credit and the applicable terms and conditions; repayment history information; the fact that the lender is a current credit provider; in specified circumstances payments which become overdue more than 60 days, and for which action has been commenced; advice that payments are no longer overdue; in specified circumstances our opinion that there has been a serious credit infringement; and the credit provided has been paid, discharged or the account is otherwise closed and the date on which this occurs.

vii. Provide information for securitisation

Disclose any report or personal information to another person in connection with funding financial accommodation by means of an arrangement involving securitisation.

viii. Provide information to guarantors

Disclose information to any person who proposes to guarantee or has guaranteed repayment of any credit provided.



ix. Provide information in relation to disputes and enquiries

Disclose consumer credit information, commercial credit information and personal information to any industry body, tribunal, or court or otherwise in connection with any complaint regarding the approval or management of your loan - for example if a complaint is lodged about any mortgage broker or lender who dealt with your loan.

x. Authority in relation to a mortgage insurer

You also agree that this authority applies to any mortgage insurer, who may have to use any personal information they collect in order to assess whether to insure the risk of providing mortgage insurance or to assess the risk of default, as well as for other internal management and risk purposes.

Our website includes information about credit reporting, including details of the credit reporting bodies that we deal with, what information we provide to credit reporting bodies (including if you fail to meet your payment obligations or commit a serious credit infringement) and what information credit reporting bodies provide to other credit providers, your right to request credit reporting bodies not to use your credit reporting information for the purposes of direct marketing and information about your right to initiate a 'ban period' in cases of actual or suspected identity fraud. You can access this information at ing.com.au/privacy or you can call us to obtain a hard copy.



27.

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

(your complaints and concerns)

We are committed to 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.

What to do if there is a concern

■ 27.1 We're all ears

You should call us straight away on 133 464 (or visit ing.com.au/contactus when you're overseas) if there is:

- a suspected error on your Account, including a statement of account; or
- any other problem concerning your Account or our Interactive Services.

■ Make a complaint or provide feedback

Your first point of contact for raising complaints and feedback is our customer complaints team. They will attempt to address your concerns and resolve your dispute.

■ You can email us

customer.complaints@ing.com.au

■ You can call us

Call 133 464 or if you're overseas please see the toll free numbers on ing.com.au/contactus.

■ Or write to us

ING - Complaints Resolution
GPO Box 4094
Sydney NSW 2001



Who else to contact

In the event that 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 consumers.

Australian Financial Complaints Authority

Phone: 1800 931 678 (free call)

Online: www.afca.org.au

Email: info@afca.org.au

Post: 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, making sure customers get a fair investigation and response.

Our Customer advocacy charter can be found at:
ing.com.au/pdf/customer_advocate_charter.pdf

■ Contact our Customer Advocate

Email: customer.advocate@ing.com.au

You can find more information on ING's complaints policy and process, including response timeframes which available at: ing.com.au/contact-us/complaints-disputes



28.

General information.

Notices relating to your Account

■ 28.1 How we'll send notices to you

We may send you any notice or document by any means permitted by law, including by personal delivery, sending it by fax or sending it by post to your last address known to us.

■ 28.2 How we'll serve documents in court proceedings

You agree we may serve any document in court proceedings (including documents to commence the action) on you by:

- posting it to your last address known to us;
- leaving it at your last address known to us; or
- sending it by email to your nominated email address, or where no email address has been nominated, your last email address known to us.

■ 28.3 When a notice or document is taken to be received

A notice or document will be deemed to have been received by you:

- if left at your address, on the date delivered or the date it bears, whichever is the later;
- if sent by fax, on the date it bears or the date the transmitting machine reports it was sent, whichever is the later; and
- if sent by post, on the date it would have been delivered in the ordinary course of post or the date it bears, whichever is the later.

■ 28.4 Electronic communication

Notices and documents may also be provided to you electronically, by electronic communication to your nominated electronic address, or making it available for a reasonable period of time on our Website after first notifying you by electronic communication to your nominated electronic address that the information is available for retrieval.

■ 28.5 When an electronic communication is taken to be received

Where we communicate with you by electronic communication, the communication will be deemed to have been received by you when the electronic communication enters your or your internet service provider's information system.



■ 28.6 Email communication

It is a condition of the Account that you agree that we may send you notices and other documents electronically (including by email). This means:

- we don't have to give you paper documents, unless required to do so by law;
- you should regularly check your electronic communications (including emails and SMS) for notices and documents;
- you may withdraw your consent to the giving of notices and documents electronically at any time (but if you do so, we may close your Account); and
- you can change your nominated email address.

■ 28.7 Who can sign a notice on our behalf

A notice may be signed by any of our employees, solicitors or agents on our behalf. The notice will be deemed to be validly served even if you don't receive it.

■ 28.8 To which address can you send a notice to us?

You may give us notice by email, personal delivery, fax or by post to the address stated in the Credit Card Offer.

■ 28.9 Your liability

If, in reliance on notices we receive from you, you or we suffer loss or damage because your instructions were:

- in error;
- a result of fraud; or
- unclear, illegible or not accurate, you'll be liable for any such loss or damage.

Governing law

■ 28.10 Which laws govern this Contract?

This Contract is subject to the laws of the State or Territory in which you reside when this Contract is entered into.

You submit to the jurisdiction of the courts of the Australian State or Territory whose laws apply to this Contract and the proper jurisdiction of any other court.

Consumer credit legislation

■ 28.11 Compliance with the National Credit Code

If:

- (a) the National Credit Code would otherwise make a provision of this Contract illegal, void, or unenforceable; or



(b) a provision of this Contract would otherwise contravene a requirement of the National Credit Code or impose an obligation or liability which is prohibited by that Code, this Contract is to be read as if that provision were varied to the extent necessary to comply with that Code or, if necessary, omitted.

■ 28.12 Inconsistency

If the National Credit Code (the Code) is inconsistent with this Contract, that the Code overrides this Contract to the extent of the inconsistency.

■ 28.13 Only applies to this Contract

Clauses 28.11 and 28.12 only apply to the extent that the National Credit Code applies to this Contract.

■ 28.14 Severability

Subject to clauses 28.11 and 28.12, any provision of this Contract that is illegal, void or unenforceable shall be ineffective only to the extent of such illegality, voidness or unenforceability without invalidating the remaining provisions of this Contract.

Assignment

■ 28.15 Our rights

We may assign or otherwise deal with our rights under this Contract in any way we consider appropriate. You must sign or do anything we reasonably require to enable us to do this. You agree that we may disclose any information or documents we consider desirable to help us exercise this right.

■ 28.16 Your rights

Your rights are personal to you and may not be assigned without our written consent.

Your warranties

■ 28.17 You say that information you've provided is true and correct

You warrant that all representations you make and all information and documents you, or another person acting with your knowledge or permission, give to us in connection with this Contract are true and correct. You acknowledge that we have relied upon the accuracy of those representations, information and documents in entering into this Contract and will continue to do so in dealing with you.



Banking Code of Practice

■ 28.18 We're subscribers

We subscribe to the Banking Code of Practice. If you are an individual, or a small business (as defined in the Banking Code of Practice) at the time this banking service is provided, the Banking Code of Practice will apply to the Contract.

ePayments Code

■ 28.19 We're subscribers

To the extent that the ePayments Code applies to Transactions made under this Contract, we warrant that we'll comply with the requirements of the ePayments Code. We have done our best to ensure that this Terms and Conditions booklet is consistent with the ePayments Code. However, if there is any difference, the processes and requirements in the ePayments Code will apply.

When we may act

■ 28.20 We'll do things on Business Days

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

Change of name and address

■ 28.21 Tell us of changes

You need to let us know when any of the following changes for you:

- your name;
- email address;
- mobile phone number; or
- mailing or residential address.

■ 28.22 We'll need evidence of name changes

We'll need a certified copy of evidence satisfactory to us for any name change.



Change of Foreign Tax Residency Status

■ 28.23 Has your status changed?

If you believe that there has been a change to your Foreign Tax Residency Status, you need to let us know within 30 days.

■ 28.24 We'll need evidence

We may require you to provide additional information, documentation and certification regarding your Foreign Tax Residency Status. If you don't provide any information we reasonably request by the time we require it, we may seek the information from a third party.

Financial Abuse Policy

■ 28.25 We take customer welfare seriously

ING takes customer welfare seriously and is committed to identifying and responding to financial abuse.

Financial abuse can include (amongst other things) coercing someone to enter into debt, making all the key financial decisions in a relationship and withholding or preventing access to money.

The use of the Account to carry out financial abuse is unsatisfactory Account conduct.

If ING reasonably suspects the Account is being used to cause harm to carry out financial abuse, we may take action in response, including by restricting or closing Accounts (see clause 15.4(h) 'When we'll restrict or cancel access to your Account' and 15.5(g) 'When we'll close your Account'), as well as by issuing warnings or by contacting law enforcement.

Other

■ 28.26 Tell us if you won't be able to comply with this Contract

You must let us know if anything affects your ability to comply with this Contract.

■ 28.27 We'll fill in the blanks

You agree that we may fill in any blanks in any document related to this Contract.

■ 28.28 Benefits payable in respect of your Account

We and other persons may pay or receive commissions, fees or benefits in connection with your Account.



■ 28.29 No right to set-off or counterclaim

You must not reduce or seek to reduce your liability to us under this Contract by claiming that you or any other person has a right of set-off or counterclaim against us (except to the extent that you have a right of set-off granted by law which we cannot exclude by agreement).

■ 28.30 Remedies

Our rights and remedies under this Contract are in addition to other rights and remedies provided by law independently of it.

■ 28.31 We can refuse to give consent

At any time, we may exercise a right or remedy or refuse to give our consent in any way we consider appropriate including by imposing conditions.

■ 28.32 We may waive our rights

We may waive any of our rights under this Contract. If we choose not to enforce our rights in a particular instance, our rights under this Contract do not change.

■ 28.33 How we'll exercise our rights

Our rights and remedies under this Contract may be exercised by any of our employees or any other person we authorise.

■ 28.34 We're not liable for loss

We are not liable for loss caused by the exercise or attempted exercise of, failure to exercise, or delay in exercising, a right or remedy, except to the extent that our negligence, wilful misconduct or fraud contributed to the loss.

■ 28.35 We'll give you a certificate

We may give you a certificate about a matter or about an amount payable in connection with this Contract. The certificate is sufficient evidence of the matter or amount unless you show evidence proving it is incorrect.

■ 28.36 You'll need to provide documents and information on our request

You must provide us with any document or information we reasonably require in relation to this Contract as soon as possible after we ask for it.



29.

Information statement.

Things you should know about your proposed credit contract

This statement tells you about some of the rights and obligations of you and ING. It does not state the terms and conditions of your contract.

If you have any concerns about your contract, contact ING and, if you still have concerns, the AFCA scheme, or get legal advice.

The contract

1. How can I get details of my proposed credit contract?

ING must give you a precontractual statement containing certain information about your contract. The precontractual statement, and this document, must be given to you before-

- your contract is entered into; or
- you make an offer to enter into the contract;

whichever happens first.

2. How can I get a copy of the final contract?

If the contract document is to be signed by you and returned to ING, you must be given a copy to keep. Also, ING must give you a copy of the final contract within 14 days after it is made. This rule does not, however, apply if ING has previously given you a copy of the contract document to keep.

If you want another copy of your contract, write to ING and ask for one. ING may charge you a fee. ING has to give you a copy-

- within 14 days of your written request if the original contract came into existence 1 year or less before your request; or
- otherwise within 30 days of your written request.

3. Can I terminate the contract?

Yes. You can terminate the contract by writing to ING so long as-

- you have not obtained any credit under the contract; or
- a card or other means of obtaining credit given to you by ING has not been used to acquire goods or services for which credit is to be provided under the contract.



However, you will still have to pay any fees or charges incurred before you terminated the contract.

4. Can I pay my credit contract out early?

Yes. Pay ING the amount required to pay out your credit contract on the day you wish to end your contract.

5. How can I find out the pay out figure?

You can write to ING at any time and ask for a statement of the pay out figure as at any date you specify. You can also ask for details of how the amount is made up.

ING must give you the statement within 7 days after you give your request to ING. You may be charged a fee for the statement.

6. Will I pay less interest if I pay out my contract early?

Yes. The interest you can be charged depends on the actual time money is owing. However, you may have to pay an early termination charge (if your contract permits ING to charge one) and other fees.

7. Can my contract be changed by my credit provider?

Yes, but only if your contract says so.

8. Will I be told in advance if my credit provider is going to make a change in the contract?

That depends on the type of change. For example-

- you get at least same day notice for a change to an annual percentage rate. That notice may be a written notice to you or a notice published by ING.
- you get 30 days advance written notice for -
 - a change in the way in which interest is calculated; or
 - a change in credit fees and charges; or
 - any other changes by ING;

except where the change reduces what you have to pay or the change happens automatically under the contract.

9. Is there anything I can do if I think that my contract is unjust?

Yes. You should first talk to ING. Discuss the matter and see if you can come to some arrangement.

If that is not successful, you may contact the AFCA scheme. The AFCA scheme is a free service established to provide you with an independent mechanism to resolve specific complaints. The AFCA scheme can be contacted at 1800 931 678, by going to www.afca.org.au or by writing to info@afca.org.au or Australian Financial Complaints Authority GPO Box 3 Melbourne VIC 3001.

Alternatively, you can go to court. You may wish to get legal advice, for example from your community legal centre or Legal Aid.



You can also contact ASIC, the regulator, for information on 1300 300 630 or through ASIC's website at www.asic.gov.au

General

10. What do I do if I can not make a repayment?

Get in touch with ING immediately. Discuss the matter and see if you can come to some arrangement. You can ask ING to change your contract in a number of ways-

- to extend the term of your contract and reduce payments; or
- to extend the term of your contract and delay payments for a set time; or
- to delay payments for a set time.

11. What if my credit provider and I can not agree on a suitable arrangement?

If ING refuses your request to change the repayments, you can ask ING to review this decision if you think it is wrong.

If ING still refuses your request you can complain to the AFCA scheme. Further details about this scheme are set out below in question 13.

12. Can my credit provider take action against me?

Yes, if you are in default under your contract. But the law says that you can not be unduly harassed or threatened for repayments. If you think you are being unduly harassed or threatened, contact the AFCA scheme or ASIC, or get legal advice.

13. Do I have any other rights and obligations?

Yes. The law will give you other rights and obligations. You should also READ YOUR CONTRACT carefully.

If you have any complaints about your credit contract, or want more information, contact your credit provider. You must attempt to resolve your complaint with your credit provider before contacting the afca scheme. If you have a complaint which remains unresolved after speaking to your credit provider you can contact the afca scheme or get legal advice.

The afca scheme is a free service established to provide you with an independent mechanism to resolve specific complaints. The afca scheme can be contacted at 1800 931 678, by going to www.afca.org.au or by writing to info@afca.org.au or Australian Financial Complaints Authority, GPO box 3, Melbourne VIC 3001.

Please keep this information statement. You may want some information from it at a later date.





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ing.com.au

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