

Change of personal details



About this form

Please complete this form to change any details on your ING accounts (one form per client).

Note: Changes requested in this form will be applied to all ING account/s held in your name (including Living Super account/s), except ING insurance policies.

When completing this form please: • use CAPITAL letters • mark boxes with an X where applicable • use black pen.



Step 1: Your personal details (mandatory)

ING Client Number or Account Number Mr Mrs Ms Miss Other

First name Middle name Surname

Step 2: Change your personal details

Complete the relevant sections to change your personal details. Must be completed by the Account Holder.

Change of name

Previous name

Mr Mrs Ms Miss Other

First name Middle name

Surname

My previous signature Date (DD/MM/YY) / /

New name

Mr Mrs Ms Miss Other

First name Middle name

Surname

My new signature Date (DD/MM/YY) / /

The reason for the change:

- Use a new name adopted by marriage (original certified copy* of Marriage Certificate^ must be attached)
- Use a former name (original certified copy* of Birth Certificate and one of the following must be attached: Marriage Certificate^ OR Change of Name Certificate OR Decree Nisi/Divorce Certificate)
- Use a new name (original certified copy* of Change of Name Certificate must be attached)

Note: Please ensure document(s) provided show a link between your former and current name.

I have provided the following:

An original certified copy* of the following document(s) issued by the relevant registry body confirming my change of name:

- Marriage Certificate ^ (non ceremonial) Birth Certificate Change of Name Certificate Decree Nisi

AND if your linked bank account is not an ING account:

- A copy of my external bank account statement confirming my change of name (please note that the statement must be less than 6 months and can not be a printout of an online statement).

Important Note: ^ Marriage Certificate must be issued by the relevant registry for marriages, e.g. Registry of Birth, Deaths and Marriages. It can not be a ceremonial certificate. * Please refer to Step 3 for a list of Acceptable Document Certifiers and instructions on how to certify a document.

Change of date of birth

Correct Date of Birth (DD/MM/YYYY)

/ /

I have provided the following:

An original certified copy* of one of the following documents confirming my date of birth:

- Driver's Licence Birth Certificate Passport

Signature of Account Holder Date (DD/MM/YY) / /

Note:* Please refer to Step 3 for a list of Acceptable Document Certifiers and instructions on how to certify a document.



Change of contact details

New residential address (PO Boxes not accepted)

Unit number	Street number
<input type="text"/>	<input type="text"/>
Street name	
<input type="text"/>	
Suburb	
<input type="text"/>	
State	Postcode
<input type="text"/>	<input type="text"/>

New mailing address (if same as residential, please mark this box with an X)

Unit number	Street number
<input type="text"/>	<input type="text"/>
Street name	
<input type="text"/>	
Suburb	
<input type="text"/>	
State	Postcode
<input type="text"/>	<input type="text"/>

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

Mobile phone number	Other phone number (for landline, please provide area code)
<input type="text"/>	<input type="text"/>
Email address	
<input type="text"/>	
Signature of Account Holder	Date (DD/MM/YY)
<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>

Step 3: How to certify a document

Section A - Select a certifier

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

1. A Justice of the Peace
2. An Accountant who is a member of the Australian Institute of Chartered Accountants, CPA Australia or the National Institute of Accountants with 2 or more years of continuous membership
3. A Solicitor or Barrister
4. A Police Officer
5. An agent in charge of, or a permanent employee (with 2 or more years of continuous service) of an Australia Post outlet
6. An officer with, or authorised representative of, a holder of an Australian Financial Services Licence, having 2 or more continuous years of service with one or more licensees
7. A Dentist
8. A Pharmacist
9. A Medical Practitioner
10. A Chiropractor or a Physiotherapist.

If you are outside Australia, documents may only be certified by the following document certifiers:

11. A Notary Public, including a notary public (however described) exercising functions at a place outside; a) the Commonwealth; and b) the external Territories of the Commonwealth
12. Australian Consular Officer or Australian Diplomatic Officer (within the meaning of the Consular Fees Act 1955)
13. An authorised staff member of an Australian Embassy, High Commission or Consulate
14. An authorised employee of the Australian Trade and Investment Commission, who is: a) in a country or place outside Australia; and b) authorized under paragraph 3(d) of the Consular Fees Act 1955; and c) exercising the employee's function at that place
15. An authorised employee of the Commonwealth of Australia, who is; a) in a country or place outside Australia; and b) authorized under paragraph 3(d) of the Consular Fees Act 1955; and c) exercising the employee's function at that place
16. A Member of the Australian Defence Force who is; a) an officer or b) a non-commissioned officer within the meaning of the Defence Force Discipline Act 1982 with 2 or more years of continuous service; or c) a warrant officer within the meaning of that Act

Note: A complete list of ING acceptable document certifiers is available on ing.com.au in the FAQ section.

Section B - How to certify a document

To meet our certification requirement, an Acceptable Document Certifier must complete the following on each document copy:

Write these words:	"I hereby certify this document is a true copy of the original document shown to me on [date]"
Signature:	(refer below for examples of an Acceptable Document Certifier who is able to sign)
Full name (printed):	Mr John Sample
Residential/Work address:	123 My Street, Sampleville NSW 1234
Residential/Work phone number:	(Mobile phone number or landline with area code)
Qualification:	i.e. JP, Solicitor, etc
Registration number:	xxxx (if applicable)



Important Note: Please ensure your document/s are certified as outlined above. Should the certification be completed incorrectly we will be unable to complete your request.

Note: It is an offence under the Anti-Money Laundering / Counter-Terrorism Financing Act 2006 to provide a false or misleading statement, produce a false or misleading document, to receive an ING product in a false name or to fail to disclose any other name or names you are commonly known by.

Step 4: What to do when you have completed this form

After you have had your documents correctly certified and this form completed, please post all documents to the address below. Please note that in sending your documents, you consent to your personal information being shared with other providers involved in the administration of your ING account/s, including Living Super account/s.

ING
Reply Paid 2682
SYDNEY NSW 2001

