



OneAnswer Investment Portfolio

Create your future

Additional Information Guide
26 October 2009

The purpose of this incorporated material is to give you more information and/or specific terms and conditions referred to in the OneAnswer Investment Portfolio Product Disclosure Statement (PDS) dated 26 October 2009.

We recommend you read this guide together with both parts of the PDS before making an investment decision.

In this book the term 'OneAnswer' refers to both the OneAnswer and the OneAnswer //Select series of products.

This guide is publicly available on our website at www.ing.com.au > Forms & brochures or may be obtained free of charge on request by contacting Customer Services on 133 665.

**ING Funds Management Limited
(ING Funds Management)**

ABN 21 003 002 800

AFSL 238342

347 Kent Street
Sydney NSW 2000

Phone 133 665

Fax 02 9234 6668

Website www.ing.com.au

Email customer@ing.com.au

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How does OneAnswer Investment Portfolio work?

How can I set up a Regular Investment Plan?

A Regular Investment Plan allows you to make regular direct debit investments into your investment portfolio. The minimum investment per month or quarter is \$100 per investment fund.

Your regular investments will be made on or around the 15th day of the month. Generally, your regular investment will occur in the month following the receipt of your initial investment or receipt of your Regular Investment Plan/Regular Draw-down Plan Form.

You can defer, stop or alter your Regular Investment Plan at any time by writing to us at least two weeks before the next debit is due.

You can establish a Regular Investment Plan by completing either:

- the direct debit section in the Application Form when making your initial investment
- a Regular Investment Plan/Regular Draw-down Plan Form at any time (we will require five business days notice before your debit would be due).

For additional terms and conditions please refer to the Direct Debit Request Service Agreement on page 9 of this book.

Terms and conditions – regular investments

- Units will be issued on the basis of the terms of the PDS current at the time each regular investment is made. You can obtain the latest PDS and the investment fund's constitution free of charge by contacting your financial adviser, by visiting our website at www.ing.com.au or by calling Customer Services on 133 665.
- If a payment is not received by us because of insufficient money in your nominated financial institution account, we will contact you and ask if you wish to make the payment directly. Your financial institution may charge a fee for the attempted transaction.
- For all investment funds we have the right to recover any costs incurred in respect of any failed transaction. This amount does not currently exceed \$10 per investment (\$5 per investment for ING Global High Dividend), but may be varied in the future.
- If payments are not received for three consecutive months, your Regular Investment Plan will automatically be cancelled. We reserve the right to cancel your Regular Investment Plan at any time or discontinue processing future investments from all or particular investors for any reason. If this occurs, units already issued will not be affected.

How do I make an additional investment?

The minimum additional investment is \$1,000 (and at least \$100 per investment fund).

Additional investments will attract the same Entry Fees as your previous investment unless we receive a valid instruction from your financial adviser to apply an alternative Entry Fee option.

Where you do not nominate an investment fund(s), additional investments will be allocated to investment funds according to your most recent instruction, or your auto-rebalance profile where you have selected this facility. Please contact Customer Services on 133 665 if you wish to vary your nomination.

You can make an additional investment by:

- BPAY® or through your internet banking service using direct credit (EFT)
- a one-off direct debit – please complete an Additional Investment Form
- cheque – please complete an Additional Investment Form and make the cheque payable to ING Funds Management Limited.

You can obtain an Additional Investment Form by contacting Customer Services on 133 665 or your financial adviser.

If you wish to make additional investments using BPAY or EFT, you will need to quote reference and account numbers specific to your investment. These details will be provided to you with the confirmation of investment we will send you after your initial investment.

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Terms and conditions – additional investments

- Units will be issued on the basis of the terms of the PDS current at the time each additional investment is made. You can obtain the latest PDS and the investment fund's constitution free of charge by contacting your financial adviser, visiting our website at www.ing.com.au or by calling Customer Services on 133 665.
- Your current OneAnswer Investment Portfolio details will be used to establish your investment in a new investment fund, unless we receive a request in writing to vary these details.
- Any action taken or request given to us cannot normally be varied or countermanded.
- If we comply with a transaction request made, or claimed to be made, in accordance with these terms and conditions, this will satisfy all our obligations. No claim can be made against us, even if the request was made without your knowledge and authority.
- We reserve the right to cancel or vary these arrangements at any time without notice.

How do I switch investment funds?

OneAnswer Investment Portfolio allows you to switch all or part of your investment between any of the investment funds offered in the PDS. The minimum switch per investment fund is \$250. Prior to switching, please speak to your financial adviser about any applicable Entry or Withdrawal Fees, transaction costs or tax implications.

Each step of the transaction is completed using the standard withdrawal and application procedures, which means that there may be a delay between the date the withdrawal is processed and when units in the new investment fund are issued.

You can request a switch between investment funds:

- online through account access
- by completing a Switch Request Form.

Your financial adviser may also submit an online switch request on your behalf, in accordance with your instructions.

Terms and conditions – switches

- Units will be issued on the basis of the terms of the PDS current at the time each switch is made. You can obtain the latest PDS and the investment fund's constitution free of charge by contacting your financial adviser, visiting our website at www.ing.com.au or by calling Customer Services on 133 665.
- Currently, no fee is charged for using this facility. However, any Entry Fees, Withdrawal Fees or transaction costs that currently apply on withdrawal from one investment fund and on investment in another will apply.
- Switching is a withdrawal from one investment fund and a new investment into another. Therefore, you may realise a capital gain or loss.
- Your current OneAnswer Investment Portfolio details will be used to establish your investment in a new investment fund, unless we receive a request in writing to vary these details.
- Any action taken or request given to us cannot normally be varied or countermanded.
- If we comply with a transaction request made, or claimed to be made, in accordance with these terms and conditions, this will satisfy all our obligations. No claim can be made against us, even if the request was made without your knowledge and authority.
- We reserve the right to cancel or vary these arrangements at any time without notice.

How do I add the auto-rebalance facility to my investment?

By selecting the auto-rebalance facility, you can also choose to automatically rebalance your investment fund allocation back to your nominated investment profile. Please speak to your financial adviser before deciding on or changing your investment allocation.

The auto-rebalance facility works by switching units between investment funds in order to realign your investment allocation as per your nominated investment profile. Refer to the section titled 'How do I switch investment funds?' on this page for more details on the terms and conditions applicable to switching.

You may nominate a tolerance level to prevent a rebalance for significantly low amounts. If you do not nominate a tolerance level, auto-rebalances will only occur where the difference between your investment allocation and investment profile is greater than 5%.

For example, you initially invest 50% into Fund A and 50% into Fund B and you want to maintain this investment allocation. Over time, unit price movements and transactions made on your account may change your investment allocation, so that Fund A is now 60% and Fund B is 40%. If you have chosen a tolerance level of 10% or less, the auto-rebalance facility will automatically rebalance your portfolio, at the frequency you nominate, to your initial Fund A 50% and Fund B 50% investment allocation.

Frequency of auto-rebalancing

You can choose to auto-rebalance your investment either:

- quarterly (22 February, 22 May, 22 August and 22 November)
- half-yearly (22 May and 22 November)
- yearly (22 May).

Auto-rebalancing occurs on the dates above or the next Sydney business day and will occur after all other transactions on your account have been processed.

You can request to auto-rebalance your investment by either:

- completing the relevant section on the Application Form
- adding this facility to your account at a later date by completing the auto-rebalance section on the Switch Request Form. This form is available from your financial adviser or by contacting Customer Services on 133 665 and can be mailed or faxed back to us.

Terms and conditions – auto-rebalancing facility

- Units will be issued on the basis of the terms of the PDS current at the time each switch is made. You can obtain the latest PDS and the investment fund's constitution free of charge by contacting your financial adviser, visiting our website at www.ing.com.au or by calling Customer Services on 133 665.
- Currently, no fee is charged for using this facility. However, any Entry Fees, Withdrawal Fees or transaction costs that currently apply on withdrawal from one investment fund and on investment in another will apply.
- Switching is a withdrawal from one investment fund and a new investment into another. Therefore, you may realise a capital gain or loss.
- All switches, additional investments or withdrawals may affect an investment into an investment fund which you have not selected as part of your auto-rebalance investment fund allocation. We will cancel the auto-rebalance facility for the whole of your OneAnswer investment if you fully withdraw from an investment fund or invest in a new investment fund which is not part of your auto-rebalance facility.
- An auto-rebalance only takes place when your investment allocation differs from your nominated investment allocation by at least the selected tolerance level at the next auto-rebalance date. The default tolerance level is 5%. For example, if your nominated investment profile is to be invested in Fund A 50% and Fund B 50%, then auto rebalance will be triggered when your investment in Fund A or Fund B is at least 5% higher or lower, i.e. Fund A 56% and Fund B 44%. Regardless of market performance, auto-rebalancing will occur automatically at your nominated frequency.
- You can amend or cancel your auto-rebalance facility by notifying us at least two weeks prior to the next auto-rebalance date. Amendments to your nominated investment allocation can be made by completing the auto-rebalance section on the Switch Request Form. To cancel your auto-rebalance facility, simply complete a Change of Details Form.

How do I set up a Dollar Cost Averaging Plan on my investment?

The Dollar Cost Averaging Plan aims to take the guesswork out of when to invest by allowing you to invest a set amount on a regular basis. This may help to manage and spread the risk of investing.

You can invest into any investment fund within OneAnswer and then nominate an amount to be switched into your target investment funds on a monthly or quarterly basis. These dollar cost averaging switches occur on the 22nd of each month or the next Sydney business day.

To establish the Dollar Cost Averaging Plan, you nominate the total amount to be switched each month or quarter and the amounts to be switched to each target investment fund, using either dollars (\$) or percentages (%). The minimum amount for each switch using the Dollar Cost Averaging Plan is \$100 per target investment fund or equivalent percentage.

If we receive your request to establish a Dollar Cost Averaging Plan before the 17th of the month, your first dollar cost averaging switch can occur in that month, or alternatively, you can nominate a future month for your Dollar Cost Averaging Plan to commence. You can also nominate an optional end date for your Dollar Cost Averaging Plan. If no end date is specified, your Dollar Cost Averaging Plan will continue until there are insufficient funds to process a dollar cost averaging switch.

Terms and conditions – Dollar Cost Averaging Plan

- Units will be issued on the basis of the terms of the PDS current at the time each switch is made. You can obtain the latest PDS and the investment fund's constitution free of charge by contacting your financial adviser, visiting our website at www.ing.com.au or by calling Customer Services on 133 665.
- Currently, no fee is charged for using this facility. However, any Entry Fees, Withdrawal Fees or transaction costs applicable on withdrawal from one investment fund and on investment in another will apply.
- Other switches or withdrawals you make may affect the operation of your Dollar Cost Averaging Plan. We will notify you in advance in the event that there may be insufficient funds to process a dollar cost averaging switch. You may choose to make an additional investment or switch to ensure your Dollar Cost Averaging Plan continues.
- You can choose to cancel your Dollar Cost Averaging Plan at any time by notifying us at least two weeks prior to your next dollar cost averaging switch. Your Dollar Cost Averaging Plan will be automatically cancelled if there are insufficient funds available to process a dollar cost averaging switch or if you fully withdraw or switch out of your nominated dollar cost averaging investment fund.
- The Dollar Cost Averaging Plan cannot be used in conjunction with the auto-rebalance facility or if you have a margin loan attached to your investment.
- Switching is a withdrawal from one investment fund and a new investment into another. Therefore, you may realise a capital gain or loss.

How do I withdraw money from my investment?

Certain investment fund constitutions provide that you may not have the right to withdraw and in these circumstances we are not required to respond to or to deal with your request. Providing (where relevant) you either have the right to withdraw or we have accepted your withdrawal request and providing the relevant investment fund is liquid, you can withdraw all or part of your investment at any time. If you only withdraw a part of your investment, please note that minimum balance requirements apply. The minimum withdrawal amount is \$1,000.

The amount you withdraw can be deposited into your Australian nominated financial institution account or paid to you by cheque.

Prior to withdrawing from your investment, please speak to your financial adviser about any applicable Withdrawal Fees or tax implications.

You can request a withdrawal by calling Customer Services on 133 665 or completing a Withdrawal Form.

Terms and conditions – withdrawing money

- Payments will not be made to third party financial institutions accounts. Any applicable Withdrawal Fees or transaction costs that apply will be deducted before the payment is made to you.
- While the relevant investment fund is liquid withdrawal requests are usually paid within seven working days, although the constitution for each investment fund may allow for a longer period of time. Please note, there may also be a delay in payment of withdrawal proceeds after 30 June, whilst year-end distributions are being finalised.
- We can also redeem some or all of your units in an investment fund at any time. However, we will only do this in exceptional circumstances.
- Depending on the relevant investment fund constitution, we may (in some circumstances with your consent) choose to transfer assets of the investment fund to you instead of paying cash. In these circumstances, the costs of the transfer (including any applicable stamp duty) may be borne by you.
- In the unlikely event that an investment fund ceases to be 'liquid' (i.e. because sufficient assets cannot reasonably be expected to be realised and converted into cash to satisfy a withdrawal request within the period specified in the investment fund's constitution), different withdrawal procedures, as specified in the Corporations Act, will apply if the relevant investment fund's constitution provides for this. If the investment fund constitution does not provide for withdrawal procedures in these circumstances, you will not be able to withdraw from that investment fund.
- If the balance in an investment fund falls below \$250 we may, after giving you 30 days notice, redeem your units in that investment fund and return your money. We may vary the minimum balance of an investment fund at any time without notice.

- If we comply with a withdrawal request made, or claimed to be made, in accordance with these terms and conditions, this will satisfy all our obligations. No claim can be made against us, even if the request was made without your knowledge and authority.
- Withdrawal requests on the death of an investor will be paid once all necessary information is provided. For information on our requirements, please contact either your financial adviser or Customer Services on 133 665.
- Certain investment fund constitutions allow us to suspend withdrawal of units in certain circumstances outlined in the constitution of the relevant investment fund for a period of time as specified in that constitution. Examples of such circumstances include where:
 - (a) it would be impractical for us to calculate the net asset value of the relevant investment fund due to, for example, closure of or trading restriction on stock or securities exchanges, or an emergency state of affairs
 - (b) it is permitted under the law
 - (c) we reasonably consider that it is in the interests of unitholders.

Generally, the period allowed for suspension under the relevant constitutions ranges from 14 days to an indefinite period which is considered by us to be in the best interest of unit holders of the relevant investment fund.

During a suspension, transactions that would have been processed on the day that prices were suspended will be allocated the next available unit price after the end of the suspension period.

Terms and conditions – phone withdrawals

- You must quote your investor number and comply with any other security measures we may introduce from time to time.
- For security purposes, phone withdrawals will only be paid to a previously nominated financial institution account or by cheque made payable to you and sent to the address recorded on our registry system. Any changes to your financial institution account details must be advised in writing.
- To enable us to enhance our service standards and verify your instructions, phone conversations may be monitored or recorded without your knowledge.
- Any action taken or request given to us cannot normally be varied or countermanded.
- You agree to release and indemnify us against any claims, demands, costs, losses or liabilities arising out of us doing, or not doing, anything in reliance upon an instruction given to us by phone.
- We reserve the right to cancel or vary these arrangements at any time without notice.



Any forms you require to manage your OneAnswer Investment Portfolio are available from your financial adviser or by contacting Customer Services on 133 665.

How can I receive a regular payment from my investment?

The Regular Draw-down Plan allows you to receive a regular payment from your investment by withdrawing units from your OneAnswer Investment Portfolio.

You can choose to receive a fixed amount each month or quarter of \$100 or more per investment fund, provided the total value of your investments in OneAnswer Investment Portfolio remains above \$20,000. If your total investment portfolio balance falls below \$20,000 we may cancel your Regular Draw-down Plan.

Amounts will be credited to your nominated Australian financial institution account on or around the 15th of each month. However, for the regular draw-down occurring immediately after the end of the financial year, (i.e. 15 July), there may be a delay due to the additional processing required for end of financial year.

Your first payment will occur in the month following the date of your initial investment or following the date of receipt of your Regular Investment Plan/Regular Draw-down Plan Form.

You can defer, stop or alter your Regular Draw-down Plan at any time by notifying us in writing at least two weeks before the next payment date.

Please refer the section entitled 'How do I withdraw money from my investment?' on page 5 of this book for the terms and conditions associated with withdrawing money.

You can establish a Regular Draw-down Plan by completing either:

- the Regular Draw-down Plan section in the Application Form
- a Regular Investment Plan/Regular Draw-down Plan Form at any time.

How do I receive my distribution payments?

You may choose to have your distributions from each investment fund, either:

- reinvested by converting them into more units in that investment fund, thereby potentially growing your capital
- paid as income into your nominated Australian financial institution account.

If you choose to have your distributions reinvested, units are purchased in the relevant investment fund on the first Sydney business day of the new distribution period. Units will be issued on the basis of the terms of the PDS current at the time each switch is made. You can obtain the latest PDS and the investment fund's constitution free of charge by contacting your financial adviser, visiting our website at www.ing.com.au or by calling Customer Services on 133 665.

When you select your investments on the Application Form, please select your choice of 'Reinvest' or 'Account' in the 'Distribution payment method' column.

You can change this selection at any time by completing a Change of Details Form, available by calling Customer Services on 133 665 or from the ING website at www.ing.com.au

Distributions are normally paid within 30 days of the end of each distribution period, although a greater period may be allowed under the constitution of each investment fund. Investment funds in OneAnswer Investment Portfolio pay distributions at different times (monthly, quarterly, half-yearly or yearly). The distribution frequencies for each investment fund can be found in the PDS in Part Two – OneAnswer Investment Funds Guide, or are available by calling Customer Services on 133 665 or from the ING website at www.ing.com.au

If you have chosen to receive distributions as cash to be paid into your financial institution account and our deposit is rejected (e.g. because your account has been closed), we will try to contact you to obtain new financial institution account details. If we cannot obtain new details, we will either:

- reinvest your distribution in the relevant investment fund if you have not withdrawn all your money from the investment fund
- send you a cheque for your distribution.

If the distribution cheque we send you is returned unclaimed, and after making reasonable enquiries we cannot obtain a new address for you, we will reinvest your distribution in the relevant investment fund if you have not withdrawn all your money from that fund. Otherwise, we will treat your distribution as unclaimed money.

Distributions will also be reinvested if we have received notice of the death of an investor and the units have not been transferred to an executor or beneficiary.

We may continue to reinvest any subsequent distributions until you notify us otherwise, or in the case of a deceased investor, until the units are transferred.

What else do I need to know?

Tax information

The following information is a brief explanation of some of the taxation issues for individual Australian resident investors, based on current tax legislation. We recommend that you seek tax advice specific to your circumstances.

The investment funds do not pay tax because their net income (including net capital gains) is distributed to investors annually.

Your entitlement to the net income (including net capital gains) of each investment fund will be distributed to you at least annually.

Your distributions may include components such as Australian income, foreign income, tax-free amounts, tax-deferred amounts and net capital gains, each of which has different tax implications for you.

You will be assessed on your distribution in the year of income in which you were presently entitled to it. This means that even if you receive your June 2010 distribution in July 2010, you will still have to include this distribution in your 2009/10 tax return. You are required to pay tax on your distribution, even if you reinvest it.

The components of your distribution will be indicated on your end of year Consolidated Tax Statement.

Australian income

Depending on the investment fund, your distribution may include franked and unfranked dividends, interest, rental income and other profits of a revenue nature earned in Australia.

There may be franking credits attached to your distributions, and these franking credits may be used to reduce your tax liability. However, if you sell your units within 45 days of receiving a distribution, you may lose the benefit of the franking credits due to the operation of the 45-Day Holding Period Rule.

If your franking credits exceed your tax liability, you may be entitled to a refund of the excess franking credits.

Foreign income

Depending on the investment fund, your distribution may include income from investments held outside Australia. Australian residents are generally subject to tax in Australia on all foreign income.

Where tax has been paid in a foreign country on foreign income, a foreign tax credit will arise and will be attached to the foreign income distributed to you. You may use this foreign tax credit to reduce the Australian tax payable on your foreign income.

The Foreign Investment Fund (FIF) and Controlled Foreign Company (CFC) rules tax unrealised gains arising from certain foreign investments. We do not expect the investment funds to be subject to these rules.

Tax-free and tax-deferred amounts

Depending on the investment fund, your distribution may include tax-free and tax-deferred amounts. These amounts are not included in your assessable income. These amounts may affect your taxable capital gain or loss when you sell your units.

Capital gains tax (CGT)

Capital gains tax is payable on the growth in the value of assets when they are sold (realised). Due to legislation changes over the years, capital gains and capital losses can be calculated in a number of different ways.

It may be possible that some trusts will hold their assets on revenue account rather than capital account. Gains on revenue assets are not eligible for the CGT discount and will be distributed as ordinary income.

The tax treatment of capital gains and capital losses is outlined in your end of year Consolidated Tax Statement. Capital gains are realised at two levels:

Fund level

If an investment fund was to purchase assets, such as shares, at a particular price and then sell the same parcel of shares at a later date for a higher price, the investment fund will realise a capital gain. The net capital gains realised by an investment fund will be distributed to investors. If the investment fund holds the assets for 12 months or more before the disposal, the capital gain may be subject to a discount of 50%.

Individual level

If you withdraw units, switch or transfer any part of your investment, participate in a regular withdrawal facility or authorise the payment of an Adviser Service Fee, it is treated as a disposal of units for tax purposes. Any gain or loss arising from the disposal will be disclosed in your end of year Consolidated Tax Statement. If you held the units for 12 months or more before the disposal, you may be entitled to a 50% discount if you are an individual investor.

It may be possible that some investment funds will hold their assets on revenue account rather than capital account. Gains on revenue assets are not eligible for the CGT discount and will be distributed as ordinary income.

Goods and Services Tax (GST)

The investment funds are input taxed for GST purposes. This means GST is not payable on your investment in the investment funds. However, the investment funds may be required to pay GST on fees and other expenses.

In some cases the investment funds will be able to claim a reduced input tax credit of 75% of the GST paid on certain fees and expenses. This means that the effective cost of the GST to the investment funds is reduced by the amount of the reduced input tax credit received.

Social security

Investments in the investment funds may affect your current or future social security entitlements. We recommend you seek professional advice.

Tax file number (TFN) or Australian business number (ABN)

If you have an ABN and are making this investment in the course of a business or enterprise carried out by you, you may wish to quote the ABN of that enterprise (rather than your TFN). Providing your TFN or ABN is not compulsory. However, if you do not supply your TFN or ABN and you do not have a TFN exemption, we are obliged to withhold tax from your distributions at the highest marginal tax rate plus Medicare levy.

By quoting your TFN or ABN, you authorise us to apply it to all of your investments in the investment funds.

TFN, ABN or exemption

If you are eligible to claim an exemption you must specify the exemption being claimed on the Application Form, for example:

Type 1: age, disability support or service pension

Type 2: wife, widow and special needs pensions, carer and parenting (singles) payments

Type 3: company which is not required to lodge a tax return or non-resident investor.

Taxation of non-resident investors

Non-residents are generally liable to pay Australian tax on income which is sourced in Australia and certain capital gains. Non-residents are only liable to pay Australian capital gains tax where the asset involved falls within the definition of 'taxable Australian real property' (TARP).

When you receive a distribution

We are required by Australian tax law to withhold tax from some components of your distribution. The rate of tax that we are required to withhold will depend upon the type of income and/or capital gain that is being distributed and which country you reside in.

When you sell your units

If you own less than 10% of the units in an investment fund and make a capital gain or loss on the redemption of units in that investment fund, you are not liable to pay Australian income tax, and we do not withhold tax from your redemption.

If you own more than 10% of the units in an investment fund and make a capital gain or loss on the sale of these units, a liability to Australian tax will only arise if 50% or more of the underlying assets of the investment fund represent TARP.

At the end of the financial year, we will advise you if you have owned more than 10% of the units in an investment fund. We will also advise you of the nature of the underlying assets.

Identification requirements upon application

The Anti-Money Laundering and Counter-Terrorism Financing Act 2006 (the AML/CTF Act) requires us to verify your identity when you purchase units in any of the investment funds offered through OneAnswer Investment Portfolio.

Generally, your financial adviser will undertake these steps but to enable them to do so you will need to provide certain documents (such as your passport or current driver's licence) for sighting and verification.

If you are undertaking these transactions without a financial adviser you will need to include certified copies of these documents with your transaction request. Please see the Application Form for a full list of the types of documents that will satisfy these requirements. For non-individuals (e.g. company, trust, partnership, association), you must complete the relevant customer identification document available at www.ing.com.au

If you do not provide identifying documents we will not be able to process your transaction.

The AML/CTF Act also imposes reporting obligations on us if we form suspicions about the identity of someone we are transacting with or about the transaction itself. In these circumstances we may decide to delay or decline to process that transaction and report it to the regulator if we are concerned that the request or transaction may breach the provisions of the AML/CTF Act or cause us to commit an offence under that Act. If we take this step we will not incur any liability to you.

Direct Debit Request Service Agreement

Our commitment to you

ING will:

- advise you, in writing, the details of ING Funds Management drawing arrangements (amount and frequency) for Regular Investment Plans only
- arrange for funds to be debited from your account as authorised in the Direct Debit Request
- give you at least 10 business days notice in writing before changing the terms of the drawing arrangements, unless the changes are made at your request
- keep information relating to your direct debit request private and confidential
- reserve the right to cancel the drawing arrangements if three or more drawings are returned unpaid by your nominated financial institution and to arrange with you an alternate payment method.

If the date of the debit falls on a weekend or public holiday, your account will be debited on the next business day.

Your commitment to us

It is your responsibility to:

- ensure your nominated account can accept direct debits and that all account holders on the nominated account agree to the drawing arrangement
- ensure that the account details that you have provided are correct by checking them against a recent account statement
- advise us if the nominated account is transferred or closed, or the account details have changed
- ensure there are sufficient funds available in the nominated account to meet each direct debit
- arrange with us an alternate payment method if you wish to cancel the drawing arrangements
- check with your financial institution before completing the direct debit request, in the event that you have any queries about how to complete the direct debit request.

If there are insufficient funds in your account, you may be charged a fee from ING and/or your financial institution.

Your rights

You may request a change to the drawing amount and/or frequency of your drawing arrangements by contacting us and advising your requirements no less than 10 business days prior to the due date.

You may terminate the drawing arrangements at any time by giving written notice directly to us, or through your financial institution. Notice sent to us should be received by at least 10 business days prior to the due date.

You may stop the payment of a drawing by giving written notice directly to us, or through your financial institution. Notice sent to us should be received by at least 10 business days prior to the due date.

Where you consider that a drawing has been initiated incorrectly outside the drawing arrangements, you may take the matter up directly with us, or lodge a Direct Debit Claim through your financial institution.

If we find that your account has been incorrectly debited we will arrange for your financial institution to adjust your account (including interest and charges) accordingly. We will also notify you in writing of the amount by which your account has been adjusted.

If we find that your account has not been incorrectly debited, we will provide you with reasons and any evidence for this finding.

If we cannot resolve the matter, you can still refer it to your financial institution, which may lodge a claim on your behalf.

Customer Services

Phone 133 665 weekdays between 8.00am and 8.00pm (Sydney time)

Fax 02 9234 6668

Email customer@ing.com.au

Postal address

OneAnswer
GPO Box 5306
Sydney NSW 2001

Website www.ing.com.au

Adviser Services

For use by financial advisers only

Phone 1800 804 768

Fax 02 9234 6668

Email adviser@ing.com.au