

Tuesday, 6 March 2012

A NOTE TO OUR FLOOD AFFECTED CUSTOMERS

ING DIRECT customers impacted by recent flooding are encouraged to contact us to see how we can provide assistance by way of faster access to funds for savings customers and temporary relief for mortgage customers.

Some measures available to affected customers include:

- the opportunity to defer mortgage payments for up to 3-months;
- no discharge or loan variation fees for customers who need to restructure loans;
- a relaxation of the conditions for term deposits to give instant access to cash;
- increased phone assistance for customers who have lost internet access

Each customers' needs will be assessed based on their own unique circumstances. Mortgage customers can call 1300 349 166 for more information, all other enquiries can be directed to our 24/7 contact centre on 133 464.

-ENDS-

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