

Media Release:



Wednesday, 12 January 2011

ING DIRECT offers assistance to flood affected customers

ING DIRECT is offering support to customers who have been affected by the flood crisis by providing assistance to home loan customers and faster access to funds for its savings customers.

The measures for 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

The needs of mortgage customers will be assessed based on a customer's unique circumstances. Mortgage customers can call 1300 349 166 for more information.

ING DIRECT has also made a \$100,000 donation to the Premier's Flood Relief Appeal and will re direct any spending on promotional activity planned in Queensland in January and February to the Flood Relief Appeal.

ING DIRECT operates a 24/7 contact centre for all customer enquiries on 133 464.

-ends-

Media contact:

Caroline Thomas

Ph: 02 9018 5160

M: 0413 317 225

caroline.thomas@ingdirect.com.au

About ING DIRECT

ING DIRECT began operating in Australia in 1999. By doing business online, over the phone and through intermediaries, ING DIRECT keeps its overheads low and passes the savings onto customers in the form of competitive rates. Today, it has grown to become Australia's fifth largest retail bank, with \$22 billion in deposits, more than \$37 billion in loans and around 1.4 million customers.

Please note ING DIRECT is never abbreviated to ING