

# Media release

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Have Peace of Mind on Holiday with ING DIRECT’s ‘Travel Alert’ App Feature

**Wednesday 29 July 2015**ING DIRECT has made travel planning a little easier with a new ‘Travel Alert’ feature recently introduced on its top-rated Android and iOS app. The ‘Travel Alert’ allows customers who are travelling overseas to help the bank monitor their account activity and keep their money accessible with just a few clicks on their smartphone.

As one of the first mobile banking apps to include this functionality, ING DIRECT customers can quickly and easily notify the bank of their planned travel dates and destinations, eliminating the need to phone the bank’s 24/7 Contact Centre.

Lisa Claes, Executive Director, Customer Delivery at ING DIRECT, said: “We want our customers to have comfort in knowing that their money will be both closely monitored and readily available while they are overseas, which is why we introduced this simple notification functionality to our app.

“We all understand the need to notify our bank of travel plans, but for many of us it just isn’t top of mind while preparing for a trip. This new feature delivers to ING DIRECT customers more control over the security and management of their Orange Everyday transaction account so they can enjoy their holiday without unnecessary money stresses.”

This new feature can be activated up to one month before travel and complements the existing ‘card on hold’ functionality that can also be activated instantly through the bank’s award-winning app.

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**About ING DIRECT**

ING DIRECT changed the way Australians bank 15 years ago by launching the country’s first high interest, fee free online savings account. Since then, we’ve brought this low fee value to home loans, transactional banking and superannuation.

With over 1.5 million customers – and $32 billion in savings and $38 billion in mortgages – ING DIRECT has the highest Net Promoter Score of any bank.

ING DIRECT's mobile banking app was a winner at the 2013 Australian Mobile Awards.

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