

Media Release

**Simple super rollover first step to better bank switching**

***Thursday, 1 May 2014:*** The improved experience with superannuation rollover and consolidation is paving the way for banks to make switching simpler for customers.

ING DIRECT has gone beyond its SuperStream requirements and made it easier for customers to rollover and consolidate their super through a simple, online solution within its Living Super product.

ING DIRECT Executive Director of Customer, John Arnott, says, “Previously the rollover process was cumbersome and filled with paperwork, we’ve made it simple and fast which is another step towards giving customers greater choice in what is one of their biggest financial commitments.

It’s all part of improving the digital experience and putting the customer back in control of their superannuation.

Making switching easier for superannuation customers is another step towards creating a truly competitive financial system.

“One of the most popular features of our Living Super product is being able to see your super balance alongside your online banking – giving customers regular visibility and ensuring their super is real and working as hard for them as possible,” Mr Arnott said.

**-ENDS-**

**Media contact:**

Caroline Thomas

PR Manager, ING DIRECT

+61 2 9018 5160

+61 413 317 225

[caroline.thomas@ingdirect.com.au](mailto:caroline.thomas@ingdirect.com.au)

**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 $30 billion in savings and $38 billion in mortgages – ING DIRECT has the highest reputation of any other bank in Australia (RepTrak, Oct 2013), as well as the highest Net Promoter Score (NFSM, December 2013).  The Trust Company (Superannuation) Limited ABN 49 006 421 638, AFSL 235153, RSE L0000635 is the Trustee of the ING DIRECT Superannuation Fund ABN 13 355 603 448 (Fund) and the issuer of interests in the Fund. ING DIRECT Living Super is a product issued out of the Fund. ING DIRECT, a division of ING Bank (Australia) Limited ABN 24 000 893 292, AFSL 229823, is the Promoter of the Fund.