

Media release

ING DIRECT Appoints New Head of Retail Banking

16 January 2017 - ING DIRECT CEO, Uday Sareen, is pleased to announce that **Melanie Evans** has been appointed Head of Retail Banking.

The newly created position comes as ING DIRECT expands its range of retail banking products and services to a growing number of primary bank customers. Ms Evans will manage all of ING DIRECT's consumer business and channels including deposits, mortgages, wealth management and consumer and business lending.

Ms Evans will be joining ING DIRECT from Westpac Group, where she has spent over 16 years working across Retail Banking, Wealth, Broking, Mortgages, Business Transformation, Marketing and Strategy.

After starting her career with St George Bank, Ms Evans moved to Westpac in the broking arm of the Group, and then spent 9 years at BT Financial Group after its acquisition by Westpac. Her last role at BT Financial Group was head of Superannuation & Platforms, where she was responsible for a product portfolio spanning Corporate Super, Retail Super and Investments, as well as the BT Wrap Platforms; subsequent to which she moved back to Retail Banking at Westpac and held a variety of leadership roles, including Head of Mortgages.

Mr Sareen says the appointment comes at an exciting time for ING as it expands its business in Australia.

"I am delighted to have Melanie join our team. She's been a high achiever in Australian financial services and will be an asset to ING as we grow our business and scale digital capability across products and services."

ING DIRECT has over \$36b in retail savings and more than \$42b in retail mortgages and provides products and services across everyday banking, savings, home loans and superannuation. ING DIRECT is Australia's most recommended bank.

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About ING DIRECT

ING DIRECT changed the way Australians bank 18 years ago by launching the country's first high interest, fee free online savings account. Since then, we've brought great value to home loans, transactional banking and superannuation.

With over 1.6 million customers – and \$36 billion in savings and \$42 billion in mortgages – ING DIRECT has the highest Net Promoter Score of any bank.

Australia's most recommended bank.

Source: Nielsen Consumer & Media View Mar '16 – Aug '16 (n=10,597) when compared by customers of 14 other banks operating in Australia.