

Media release

ING appointment focuses on advocacy for customers

30 March 2017: ING has created a new role of Customer Advocate and put in place the Customer Advocacy Team, with the aim of further ensuring the protection of customers' interests, increasing transparency and accountability, and building trust and confidence.

The role of Customer Advocate has been filled by Monique Zimany who has been with ING for more than five years, most recently as Manager of Customer Excellence.

Ms Zimany will lead the Customer Advocacy Team which will focus on three primary areas:

- **Advocacy:** ensuring ING's approach to complaint resolution is always fair, transparent, independent and equitable.
- **Prevention:** proactively look for ways of improving the customer experience where there is potential for customer concerns to arise.
- **Remediation:** ensuring that if things do go wrong, ING remediates affected customers in a quality, consistent and timely way.

This newly created role is in response to the Australian Bankers Association (ABA) 'Better Banking' program launched in January 2017, which aims to help banks handle complaints better, improve customer experience and minimise the likelihood of future problems.

The Customer Advocate role sits under the Head of Direct Distribution and will also report directly to the CEO regarding progress and issues.

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About ING in Australia

ING 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 value and an exceptional customer experience to home loans, transactional banking and superannuation.

With over 1.7 million customers – and \$36 billion in savings and \$42 billion in mortgages – ING 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.