

Media release

ING's Mark Woolnough appointed Head of Distribution

22 June 2017: ING has brought together its direct and third party business units under the leadership of Mark Woolnough in the newly created role Head of Distribution.

The new structure aims to ensure a smooth and seamless experience for customers, regardless of their channel preference.

Mr Woolnough commented: "We have customers who have come to us directly for their everyday banking, but they may have a mortgage with us through a broker, and there should be no difference in how these customers experience our brand, whether with through direct everyday banking or their broker-introduced home loan."

"By bringing together these two areas of our business we are aiming to create a 'centre of excellence' for mortgages, ensuring all our customers get the same consistent and great experience of our brand."

Mr Woolnough joined ING in 2000 as a Relationship Manager, and headed up the former direct mortgages team before taking on a leadership role as Head of Third Party Distribution, responsible for the bank's relationships with brokers and advisers which currently drive 90 per cent of the bank's home loan business.

In his new role, Mr Woolnough reports to Melanie Evans, ING's Head of Retail.

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About ING

ING is part of the world's leading direct bank and is wholly owned by ING Group. From pioneering high interest online savings in 1999 and offering simple, competitive home loans, ING has responded to the demands of its 1.7m customers by offering a range of retail banking solutions across payments, insurance, credit cards and superannuation.

With a mobile-first focus and the most digitally engaged customers of any bank, ING in Australia is "Australia's most recommended bank" according to Nielsen Consumer & Media View Oct'16 – Mar'17 (n=10,327) when compared by customers of 15 other banks operating in Australia.

ING was also rated the most reputable bank in Australia in the 2017 Corporate Reputation Index.