

Media release

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Hey Siri what's my bank balance?

ING the first Australian consumer bank to make it possible for customers to check their bank balances using Siri.

0:01am Monday 15 January 2017: From today ING customers will be able to check their bank balances using Apple's digital assistant, Siri.

Chris Barwick, ING's Head of Digital and Innovation says:

"This latest development with Siri marks a major milestone in Australian consumer banking as it brings us one huge leap closer to making voice activated transactional banking a reality.

"In the future we want our customers to be able to use Siri for banking transactions such as transferring funds between accounts or making bill payments."

This latest development by ING is in direct response to how its customers are using their digital devices with almost one in five (18%) now using voice assistants like Siri at least once a day.

"As many of 69% of our customers have said they would be very likely to use voice activation on their digital device to perform banking tasks such as: checking their balance, transferring money between accounts and to others and paying bills or checking when they're due.

"We're relentless in developing new digital features to help people bank in the most natural and convenient ways," says Chris Barwick.

Earlier in the year ING was one of the first banks to launch Apple Pay and just two months ago it launched Everyday Round Up, a digital savings tool which has already helped its customers to save a collective \$2.5 million.

ING customers using the ING Australia app on the latest version of iOS can check their account balances by saying "Siri, what's my balance?" They can also ask more specific balance related questions like "Siri, how much do I have in my holiday savings account?" Siri then displays the balance on screen, for discretion.

For more information please visit www.ing.com.au.

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About ING

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 continued value to home loans, transactional banking, superannuation and insurance.

With \$38 billion in savings and \$43 billion in mortgages – ING has the highest Net Promoter Score of any Australian bank.

Australia's most recommended bank.

Source: Nielsen Consumer & Media View Feb'17 – Jul'17 (n=11,542) when compared by customers of 15 other banks operating in Australia.