

## Bad manners causing stress and accidents on Aussie roads

### ING uncovers the road etiquette rules to improve 'highway harmony'

Whether it's tailgating fellow drivers or inconsiderate parking, one in five Aussies (20%) say frustration on the road has caused them to have an accident, new research commissioned by ING reveals.

The research, which coincides with the launch of [ING Car Insurance](#), reveals that while nearly all Aussies (97%) rate themselves a safe driver, most of the nation (89%) admit another driver has got them hot under the collar with annoying driving habits, and three-quarters (78%) are guilty of committing these same driving blunders.

Tailgating has been voted the most irritating behaviour (78%), followed by changing lanes without indicating (77%) and leaving high-beams on (64%).

The majority of Aussie drivers (73%) say they've been caught off guard by another car, and half (52%) admit their stress has led them to lose focus on the road. One in five Aussies (20%) say frustration on the road has led to an accident, with men (24%) more likely than women (16%) to let stress get the better of them.

Following simple road etiquette and brushing up on the basics could be the key to avoiding unnecessary accidents and car insurance claims, ING Head of Wealth, Cathy Duncan says.

"We've all been there – trying to merge but no one lets you in, can't open your car door because another car has parked too close. It's these little things that frustrate us and can cause our judgement and decision-making to be impaired by stress.

"That's why, to coincide with the launch of the ING Car Insurance product, we've asked Australians to weigh-in on their biggest driving bugbears and launched our Aussie Road Etiquette Guide to highlight the simple things drivers can do to avoid emotion-fuelled accidents."

#### This research revealed:

- **Australia's biggest frustrations:** taking the top spot is tailgating (78%), followed by changing lanes without indicating (77%), not indicating properly (73%), leaving high-beams on (64%) and selfish parking (61%).
- **The illusion of superiority** – nearly all Aussies (97%) consider themselves a safe driver and the majority rate themselves a great driver (69%), but almost half (44%) admit to being a bad driver at times and one in three (34%) agree they've picked up bad habits since passing their P's. Some even admit they probably wouldn't pass their driving test again (15%).
- **Aussies quick to point the finger:** Despite Millennials having the biggest driving egos, rating themselves the most skilled (72%), Gen Y and Millennials have been

voted the most annoying on the roads (53%), with P platers coming a close second (39%).

- **Off-putting passengers** – Aussies say screaming kids (36%), arguments with partners (36%), and backseat drivers (34%) have caused stress on the road.
- **Caution stopping adventure:** Over half (59%) the nation are driving less and many (47%) are reluctant to drive in rush hour traffic due to stress on the roads, whilst 24% have given up on buying their dream car in fear of it being damaged.

For peace of mind on the road, find out more about ING Car Insurance at [www.ing.com.au](http://www.ing.com.au).

## Aussie Road Etiquette Guide



### ● ING's top tips to improve 'highway harmony':

- **1. Your blinker is your best mate.** Always let others know you're changing lanes, snagging a park or turning into a driveway.
- **2. A smile and wave goes a long way.** It's nice to be nice, so give thanks to fellow drivers.
- **3. Don't be a tailgater, hater.** People like their personal space. So do cars.
- **4. Want to be seen? Dim your high beam.** No one likes a blinding blinker heading their way.
- **5. You go, I go.** When merging, let other cars in and they'll return the favour. It's all in the karma.
- **6. Park as if you're passing your P's.** Be careful, precise and give other cars their space.
- **7. It's wrong to be right.** Unless you're overtaking, stay in the left lane.
- **8. Turn the other cheek, resist the beep.** Take a breath before hitting that horn. It can stress out other drivers and we don't want that.
- **9. No one likes a backseat driver.** Not driving? No worries, sit back and relax.
- **10. Everyone's on their own journey. Literally.** Remember we're all trying to get to where we're going in the safest possible way.

Ends

### Notes to editors

This survey was commissioned by ING and conducted by YouGov Galaxy in May 2019. The sample comprises 1,025 car drivers aged 18 plus and distributed throughout Australia.

### About ING

ING changed the way Australians bank 20 years ago by launching the country's first high interest, fee free online savings account. Since then, we've brought continued value to customers with home loans, transactional banking, superannuation and insurance.

ING manages \$38 billion in savings and \$43 billion in mortgages and is Australia's most recommended bank with the highest Net Promoter Score of any Australian bank.

### About ING Car Insurance

ING Car Insurance is issued by Auto & General Insurance Company Ltd ABN 42 111 586 353 AFSL 285571 as insurer. It is distributed by Auto & General Services Pty Ltd ABN 61 003 617 909 AFSL 241411 (AGS) and by ING Bank (Australia) Ltd ABN 24 000 893 292 as Authorised Representative 1247634 of AGS. ING is a business name of ING Bank (Australia) Ltd (ING).

Subject to AGS' underwriting and ING's Customer Eligibility and Name-Screening Assessment. Car Insurance is not available in NT. Vehicle details are checked against information available on Red Book.

This is general information only, and does not take into account your particular objectives, financial situation or needs. You should read the Product Disclosure Statement (Part A and Part B), ING Customer Eligibility and Name-Screening document, ING's Financial Services Guide, and Premium, Excess and Discount Guide (PED) available at [ing.com.au](http://ing.com.au), and consider if it's right for you before deciding to purchase or continue to hold this product.

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### Australia's most recommended bank.

Source: Nielsen Consumer & Media View Oct'18-Mar '19 (n=11830) when compared by customers of 18 other banks operating in Australia.