

ING News update

At ING DIRECT, we continuously work towards offering our customers the best value and experience, which is why we regularly review different areas of our business.

Following a recent review, we have decided to discontinue the Orange Everyday Visa payWave 2% cashback promotion for both existing and new customers.

We are making this change to ensure we can continue to provide benefits in a sustainable way by focusing on the benefits our customers value the most. Customer feedback tells us that our customers have shown a preference for free ATMS over receiving cash back and every year we refund \$14 million in ATM fees to our customers so we can offer ATM access for free.

Customers will continue to be able to access ATMs for free when they deposit \$1000 or more per month into their Orange Everyday account. We'll also continue to offer no account keeping fees and our 24/7 customer care service for customers.

For cash withdrawals of \$200 or more via EFTPOS, we'll also give customers a 50c cash out bonus.

The last cash back payments will be for eligible transactions that hit customers' accounts by 30 September 2016 (including any mobile banking transactions). Any transactions made after 30 September 2016 will not be eligible for the payWave cash