



loan account instructions form

Loan Account Instructions Form - Personal Borrowers

	Surname	First name	Middle name
Borrower 1	<input type="text"/>	<input type="text"/>	<input type="text"/>
Borrower 2	<input type="text"/>	<input type="text"/>	<input type="text"/>
Borrower 3	<input type="text"/>	<input type="text"/>	<input type="text"/>
Borrower 4	<input type="text"/>	<input type="text"/>	<input type="text"/>

Apply these instructions to all Loan Accounts in the above names: (please tick)

OR

List account numbers to which these instructions apply:

Once you have completed and signed this form, please mail to ING DIRECT, GPO Box 4094, Sydney NSW 2001.

Section 1 Authority to Operate

Any one to operate

If you select 'Any one to operate' we will accept and act on instructions from any borrower on your loan account. This includes instructions received via online or phone banking, mail or fax. We will also (where applicable) authorise cheques bearing the signature of any one borrower.

Please Note: Any one to operate is mandatory for Smart Home Loan and Orange Advantage.

All to operate

If you select 'All to operate' we will require all instructions to be in writing and signed by ALL borrowers. Additionally, access to online or phone banking is unavailable where 'All to operate' is selected.

Section 2 Declaration

Note: This section must be signed by ALL Borrowers

By signing this document each of us acknowledges that:

- prior to signing this document all borrowers have received & read a copy of the terms & conditions relating to the loan account(s) referred to above.
- subject to the terms and conditions of the loan account(s) referred to above, all borrowers will be jointly and severally liable for all transactions on the above account even if those transactions are not authorised by all of us;

If we have authorised you to accept instructions from any one borrower (Section 1 above), all borrowers agree to:

- ING DIRECT acting on the instructions provided in accordance with the terms and conditions of the loan account(s) referred to above, even if those instructions are given by one of us only;
- each person who signs this document authorising transactions on the loan account(s) and any other account(s) referred to above;
- this authorisation remaining in force unless or until it is revoked by any one or more of us, or you receive other instructions signed by all borrowers.

Borrower's Full Name	Signature	Date (DD/MM/YY)
<input type="text"/>	<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>



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Section 3 Cheque Book Order

Note: This section is mandatory if you have applied for an Action Equity Loan or Smart Home Loan. Cheque books are not available on any other loan type.

If you do not require a cheque book, please tick the box:

Section 4 Direct Debit Account

Note: this section is mandatory for ALL loans except Action Equity Loan and Smart Home Loan.

The account listed below will be your direct debit account from which regular loan repayments under your loan agreement are automatically taken. If you have applied or currently hold an Orange Advantage, your Direct Debit Account should be your Orange Everyday. If you have not opened your Orange Everyday you will need to do so in order to receive offset interest benefit.

Name of Bank/Financial Institution

Account Name (must be in the same name as the loan account)

BSB Number

Account Number

Payment frequency

Fortnightly

Monthly

Direct Debit Amount

\$

(Please complete if you would like us to debit more than the minimum repayment)

Important Notes:

- ING DIRECT will automatically debit any outstanding repayments from your new Direct Debit Account. You will need to advise ING DIRECT if you do not wish this to occur.
- If you do not nominate an amount and you have an Action Equity Loan or Smart Home Loan, you instruct us to debit the monthly interest charge to your Direct Debit Account in accordance with the terms and conditions of your loan account.
- If you are making monthly or fortnightly Principal and Interest repayments or Interest Only repayments on your loan (excluding a Line of Credit) you instruct us to debit the monthly or fortnightly repayment amount as set out above, or in accordance with the terms and conditions of your loan account.
- Interest Only repayments can only be made monthly, on the first day of each month.
- If you require more than one direct debit, please complete a "Setting up an Additional Direct Debit" form. Any additional direct debits must be for a fixed amount.

Section 5 Nominated Account(s)

The most convenient way to operate your redraw facility or make additional payments on your loan account (where applicable) is to transfer funds electronically to or from your nominated account(s). Use this section to establish your nominated account(s) for this purpose. You can nominate up to 3 accounts in addition to the Direct Debit Account, then simply select the required account each time you transfer funds.

Name of Bank/Financial Institution

*Account Name

BSB Number

Account Number

*Must be in the same name as the loan account.

Section 6 Orange Advantage

If you hold an Orange Advantage you must nominate one of your Orange Everyday accounts to receive the benefit of the interest offset facility. To make it easier, we have completed some of the boxes for you.

Name of Bank/Financial Institution

Account Name

BSB Number

Account Number

Important Notes:

- The Orange Everyday must be in the same name as your Orange Advantage.
- The annual fee for Orange Advantage will automatically be debited from the Orange Everyday that you have nominated above.



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Section 7 Borrower's Authorisation

By signing this Direct Debit Request, you request and authorise ING DIRECT (User ID 028241) to debit any of the accounts described above in accordance with your instructions set out in this form and with any other amount you instruct or authorise us to debit in accordance with the terms and conditions of your loan account, through the Bulk Electronic Clearing System (BECS).

Make sure you complete all details for each account. If you do not complete all details, we will not be able to transfer funds to or from the account(s).

I/We understand and acknowledge that this direct debit arrangement is governed by the Terms and Conditions of the Direct Debit Request Service Agreement outlined in this form, and the Terms and Conditions of my loan account.

Borrower's Signature	Mobile Number	Work Contact Number	Date (DD/MM/YY)		
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Direct Debit Request Service Agreement

This Direct Debit Request (DDR) Service Agreement is issued by ING DIRECT.

Please direct all enquiries about your direct debit arrangement to the Contact Centre on 133 464, available 24 hours a day, 7 days a week.

1. OUR COMMITMENT TO YOU

- ING DIRECT will give you at least 14 days notice in writing if there are changes to the terms of the drawing arrangements shown in your DDR.
- ING DIRECT will keep information relating to your nominated financial institution account confidential, except where required for the purposes of conducting direct debits with your financial institution.
- Where the due date for a drawing is not a business day, ING DIRECT will draw from your nominated financial institution account by the following business day. If you are uncertain as to when a drawing will be processed by your nominated financial institution you should initially contact that financial institution.

2. YOUR COMMITMENT TO US

- Ensure that your nominated account can accept direct debits. If in doubt, refer to your financial institution.
- Ensure that there are sufficient clear funds available in your nominated account to meet each drawing on the due date. If there are insufficient funds in your nominated financial institution account to enable a drawing to be made, any amount debited to your account in anticipation of that drawing being made will be reversed. A fee may apply to drawings which are dishonoured, in accordance with the terms and conditions of your ING DIRECT account.
- Advise us if your nominated account is transferred or closed, or the account details change.
- Arrange a suitable alternative payment method if the drawing arrangements are cancelled.
- Ensure that all account holders on the nominated financial institution account sign the DDR.
- Ensure that the authority given to us to draw on your nominated financial institution account is consistent with the account authority or signing instructions held by your financial institution for that account.
- Check your nominated financial institution account details against a recent statement from the financial institution where it is held. (Please check with your financial institution if you are uncertain).

3. YOUR RIGHTS

- Subject to the terms and conditions of your ING DIRECT account, you may alter the drawing arrangements. Such advice should be received by us at least 5 working days before the draw date by logging in to online banking or phoning the Contact Centre on 133 464.

You may alter the drawing arrangements:

- to stop an individual drawing
- to defer an individual drawing
- to suspend future drawings
- to alter the drawing arrangements in any other way
- to cancel the drawings completely.

- We will, however, process the changes earlier, if possible.
- Where you consider that a drawing has been initiated incorrectly, you should phone the Contact Centre on 133 464, available 24 hours a day, 7 days a week.
- We will investigate your concerns and endeavour to respond to you within 21 days. If we conclude a debit has been made in error, we will arrange for your financial institution to adjust your nominated account accordingly. If we conclude that a debit has not been made in error, you will be informed of this conclusion and the reasons for it.

4. OTHER INFORMATION

- The details of your drawing arrangements are in the Direct Debit Request (on the previous page of this Direct Debit Request Service Agreement).
- ING DIRECT reserves the right to ask that instructions from a customer to stop or in any way alter drawing arrangements are provided in a written, verbal or electronic form.
- ING DIRECT reserves the right to cancel drawing arrangements if two or more drawings are dishonoured by your nominated financial institution, and to arrange an alternative payment method with you.
- Your drawing arrangements are governed by the terms and conditions of your ING DIRECT account.

Note: you may wish to take a copy of this agreement for your own records.