

Customer eligibility and name-screening assessment

We, ING Bank (Australia) Limited (also known as ING), may collect, hold and use your personal information to process your application in compliance with the private health insurance laws, and legal and regulatory obligations. This includes conducting the customer eligibility and name-screening assessment to manage regulatory risks.

ING Health Insurance is an ING branded product issued by nib health funds limited and marketed by ING.

It is a condition of the ING Health Insurance policy that a customer eligibility and name-screening assessment is conducted on individuals applying for and/or covered by a policy and all persons authorised to operate on the policy. Customer eligibility and name-screening assessment will take place when an individual is listed and/or added on an ING Health Insurance policy and at periodic times during the term of insurance.

Insurance cover under an ING Health Insurance policy will only be provided where completion of the customer eligibility and name-screening assessment is to ING's satisfaction.

For this assessment, ING may ask for further information and/or supporting documentation. If further information is required, this will result in delay in providing health insurance cover to you. If ING is unable to complete this assessment to its satisfaction, a membership will not be issued and/or may not be renewed.

You will not have any insurance cover under an ING Health Insurance policy until ING has confirmed a successful customer eligibility and name-screening assessment.

