



Update from ING

Process Update – uploading of Member Advice Fee Consent forms

We would like to advise that we've now launched the new functionality for uploading the [Member Advice Fee Consent form](#). This form must be used if your client is seeking to have funds deducted from their Living Super account to pay for personal advice in relation to their superannuation. You and your client must complete and sign the form. Once completed, it can be loaded via ING's online adviser portal .

- Go to ING's adviser website: adviser.ing.com.au
- Log into ING's Adviser Portal
- Select the client and click on the link to the **Living Super** account for your client
- Click on the **Document Upload** option in the left hand menu navigation
- Select the Document Type '**Member Advice Fee Consent form**'
- Select the file (Member Advice Fee Consent form) you wish to upload and click on **Submit**

- You should then see a screen notification confirming that the document upload has been successful.

For information on our current interest rates, including the latest rates for ING Living Super deposit products, please see our [adviser website](#).

Need more information?



- Contact your ING representative
- Contact Adviser Services on 1300 656 226 (Monday - Friday: 9:00am - 5:00pm AEST) or email direct.adviser@ing.com.au
- New applications can be emailed to adviser.applications@ing.com.au
- Account maintenance requests (including Adviser Authorisation Forms) can be emailed to adviser.admin@ing.com.au
- Living Super enquiries can be emailed to livingsuper.adviser@ing.com.au



Online help & support
Visit adviser.ing.com.au



Here 1300 656 226, 9.00 a.m. - 5:00pm Monday to Friday (AEDT/AEST)

Or contact your ING Representative



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Issuer details

Products (other than Living Super) are issued by ING, a business name of ING Bank (Australia) Limited ABN 24 000 893 292, AFSL and Australian Credit Licence 229823.

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