



Product Update



Introducing Living Super RapidRollover

We are introducing a new feature to our Living Super product, which will be available to Living Super customers and advisers from 21 October 2017.

RapidRollover utilises the ATO's SuperMatch2 service and allows customers to use their TFN to search for super accounts held with other funds that have been reported to the ATO and any ATO held monies (including lost super). This automated online service provides a tool to easily find and consolidate funds without needing to remember previous fund details or member numbers.



Important: To use the service, the ATO requires Living Super customers to confirm their identity through 2-factor authentication. This means that your customer will need to be with you or on the phone so that they can provide you with the one-time PIN delivered to their registered mobile number to use RapidRollover. If we do not have a valid mobile number, an email will be sent to their registered email address instead. Please note that the mobile number and the address held in our systems must be the customers.

Living Super system outage

Please be advised that due to the introduction of RapidRollover, we will be performing maintenance to Living Super between 6:00pm Friday 20 October 2017 and 6am Saturday 21 October 2017 (Sydney time). During this period

Living Super will be unavailable. We apologise for any inconvenience this may cause.

If you would like to find out more about Rapid Rollover, please contact your ING Representative.

Need more information?

- Contact your ING representative
- Contact Adviser Services on **1300 656 226** Monday-Friday: 8:30am-6:00pm AEST/AEDT 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

To learn more



Visit adviser.ing.com.au



Call 1300 656 226



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