

Class Data Feed Subscribers
Procedure to obtain an ING DIRECT Data Feed for current Class subscribers:

ING DIRECT Accredited Advisers

- Contact the Adviser Services team at ING DIRECT to request an Class password.
 - Call 1300 656 226 between the hours of 8.30am and 6pm (Sydney time).
 - Provide the answer to your security question when asked.
 - Receive your Class Password.

Advisers who are not ING DIRECT Accredited

a. Dealer Group / AFSL holders not ING DIRECT accredited

- Dealer Group to contact the Adviser Services team at ING DIRECT to request accreditation documents.
 - Call 1300 656 226 between the hours of 8.30am and 6pm (Sydney time).
 - Alternatively, you can email: direct.adviser@ingdirect.com.au.
 - Please provide the Adviser Services team with the following:
 - Dealer Group contact name
 - Dealer Group contact number
 - Email address
 - AFSL number
- ING DIRECT will email the Dealer Group contact the following documents (usually within 24 hours):
 - ING DIRECT Dealer Group Accreditation Application form
 - ING DIRECT Product Reference Guide for Advisers
 - ING DIRECT Distribution Deed
 - RCTI Agreement
- Complete and return the following:
 - an original signed Dealer Group Accreditation Application form
 - 2 original signed Distribution Deeds for execution (ING DIRECT will return your copy shortly after accreditation).
 - a copy of the Dealer Group's AFS Licence.
 - a copy of the Professional Indemnity Insurance 'Certificate of Currency' (please ensure Financial Planning/Advice is stated in the coverage).
 - a copy of at least one completed Adviser Accreditation form (located on the last page of the ING DIRECT Product Reference Guide).

Note: ING DIRECT requires both the Dealer Group and Adviser accreditation documents to be received before accreditation can be finalised.

Please post all completed accreditation forms and documents to:

Attn: Intermediary Services
ING DIRECT
GPO BOX 4094
SYDNEY NSW 2001

- Once the Dealer Group and Adviser accreditation has been completed (usually within 2-3 business days), a confirmation email with the ING DIRECT Dealer Group number will be emailed to the Dealer Group contact. In addition, a confirmation email with ING DIRECT Adviser number will be emailed to the Adviser.
- Once the accreditation is complete, the Adviser (not Dealer Group contact) will need to contact the Adviser Services team at ING DIRECT to request a Class password.
 - Call 1300 656 226 between the hours of 8.30am and 6pm (Sydney time).
 - Provide the answer to your security question when asked.
 - Receive your Class Password.

Advisers who are not ING DIRECT Accredited

b. Dealer Group / AFSL holder currently ING DIRECT accredited

- Adviser to contact the Adviser Services team at ING DIRECT to request an Adviser Accreditation form.
 - Call 1300 656 226 between the hours of 8.30am and 6pm (Sydney time).
 - Alternatively, you can email: direct.adviser@ingdirect.com.au.
- ING DIRECT will email the Adviser the following documents (usually within 24 hours):
 - ING DIRECT Product Reference Guide for Advisers (including the Adviser Accreditation form located on the last page).

- ING DIRECT Savings products Terms & Conditions.
- Complete and return the following:
 - a copy of the Adviser Accreditation form (located on the last page of the ING DIRECT Product Reference Guide).
 - Certified copy of ID

Please post all completed accreditation forms and documents to:

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ING DIRECT
GPO BOX 4094
SYDNEY NSW 2001

- Once the Adviser accreditation has been completed (usually within 2-3 business days), a confirmation email with the ING DIRECT Adviser number will be emailed to the Adviser.
- Once the accreditation is complete, please contact the Adviser Services team at ING DIRECT to request a Class password.
 - Call 1300 656 226 between the hours of 8.30am and 6pm (Sydney time).
 - Provide the answer to your security question when asked.
 - Receive your Class Password.