

ING: Our contact information

About this document



This document is written in an easy to read way.

We call it **Easy Read**.



You might not know some words.

The first time we use those words they are blue.

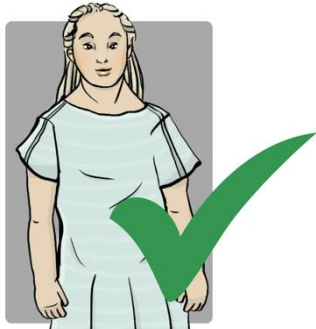
We tell you what they mean.



Words **in blue** are also in a [word list](#).

You can check what they mean there.

How to contact ING



You should always contact us using one of the ways below.

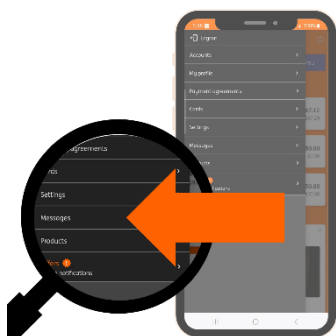
This will make sure you have contacted us safely.

Message us



To contact ING you can message us safely online when you are logged in.

- Message at any time of the day
- We will answer all your banking questions.



Online and app

You can message us by:

- Logging into your ING app or online banking account
- Going to the left hand menu and selecting messages.

Call us



Call us in Australia

You can call ING on:

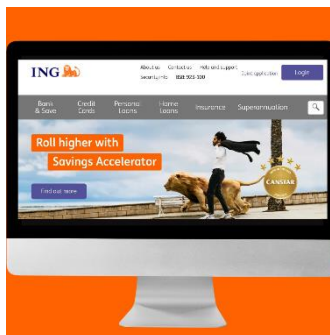
- **133 464**

If you are in Australia, this call is free.



You might need to pay to call us:

- If you call us outside of Australia on **+61 2 9028 4077**



There are more phone numbers on our website.

Please [go to our website](#) to find the best number to call.



If you have been impacted by a scam call

1800 052 743

Who to call if you have been scammed



Please call ING on:

- 1800 052 743
- 02 4355 9073 inside Australia.
- Or +61 2 4355 9073 outside Australia.

It may cost you to call us.

Be aware of scams.



Scams are when someone tries to trick you into doing something.

Usually this is to get money from you and break the law.



Scammers are known to **impersonate** bank numbers when calling or sending text messages to you.

This is called **spoofing**.



Scammers are people who try to take your money from you by ways that are against the law.



When someone impersonates you they are pretending to be someone they are not.



Remember to stay safe

ING workers will not call and ask for your card or account number over the phone.



ING will not ask you to type your card or account number on the keypad of your phone.



If someone calls and says they are from ING and asks for these things please hang up.

Then call us from one of the numbers on our website.



Please check the numbers of who is messaging or calling to see if they match the numbers on our website.

Call to update your details



Please call ING if you have been asked by us to update or to check your personal details.

Call ING on:

- **1800 171 296**
- **02 4355 9073** outside Australia
- Or **+61 2 4355 9073** outside Australia.



Call:

- Between 8:00am - 8:00pm
- Monday to Friday **AEST/AEDT**.



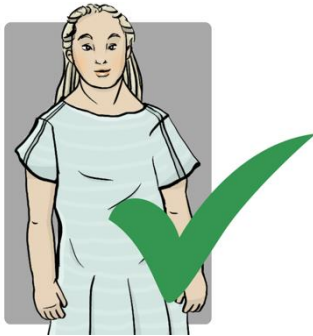
AEST is Australian Eastern Standard Time. This is when it is not daylight saving time.

AEDT is Australian Eastern Daylight Saving Time.

Calling KYC



Please call if you are returning a call to one of ING's **KYC Specialists**.



KYC stands for Know Your Customer.

KYC verifies customer identities and manage activities to keep the customers and bank safe.



Call ING on:

- 1800 201 008
- +61 4355 9475

Please note If you call us outside of Australia or from interstate it may cost you.

Financial Support



ING are here to help customer who may be experiencing **financial hardship**.



Financial hardship is when you can't make a payment on a debt such as:

- A credit card
- A house loan
- A personal loan.



To learn more or to get help for financial hardship please call ING on:

- 1300 349 166

From 8:45am – 5:00pm Monday to Friday AEST.

Word List



AEST/AEDT

AEST is Australian Eastern Standard Time. This is when it is not daylight saving time.

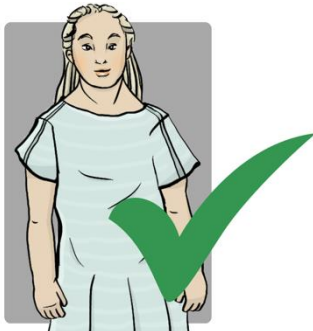
AEDT is Australian Eastern Daylight Saving Time.



Financial Hardship

Financial hardship is when you can't make a payment on a debt such as:

- A credit card
- A house loan
- A personal loan.



KYC

This stands for Know Your Customer.

KYC verifies customer identities and manage activities to keep the customers and bank safe.



Impersonate

When someone impersonates you they are pretending to be someone they are not.



Scams

Scams are when things that are not true are said or done.

Usually this is to get money from you and break the law.



Scammers

Scammers are people who try to take your money from you by ways that are against the law.



Spoofing

Scammers are known to impersonate bank numbers when calling or sending text messages to you.

This is called spoofing.

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