



# ING Stepping Up Personal Information Protection

## New Identification Number to replace Social Security Number

Protecting personal information is a top priority for ING. As part of our ongoing commitment to this effort, we are taking an additional step to ensure the safety of your information by assigning you a unique 10-digit identification number. This measure will be effective in the third quarter, 2008.

Utilization of the 10-digit identification number will bolster the security measures already practiced: masking SSNs on external correspondence, forms, confirms, and statements.

### What You Can Expect

The unique 10-digit customer identification number will be displayed on outbound documents generated by ING:

- Pre-filled forms effective July, 2008
- Transactional confirms after August 1, 2008
- Quarterly statements beginning with the third quarter 2008 statement

If you cannot locate your third quarter statement or a recently received transactional confirm, you can logon to ING Access and review your third quarter statement. You also may request your ID number when calling the Customer Contact Center.

### ING's Commitment to Privacy and Information Security

ING is committed to investing in technology that will provide the highest level of information protection. In addition to your feedback, we will continue to monitor the always changing regulatory and industry fronts and make enhancements and changes as needed.

We take pride in providing a high-quality, highly secure information environment.

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