

## Keep Me Updated

9 June 2016

### INTEREST RATES

Interest rates remain unchanged from our last update. Please refer to the interest rate tables below.

### NEW MORTGAGE PROCESSING SYSTEM

We are excited to let you know that we are about to begin transitioning to our new mortgage application processing system, LendFast. After successfully piloting LendFast for some ING DIRECT loan increase applications, we are going to roll it out for new business applications.

By removing numerous manual processes across all stages of the mortgage application process, LendFast will enable mortgage applications to be processed faster.

We have also improved our broker loan advices and have created a simplified, more customer-friendly Loan Offer.

#### How will this affect your mortgage applications?

Over the next few weeks, we will be running two processing systems in parallel: our current MAPS system and the new LendFast system. Where an application is processed through LendFast, you will notice our new-look loan advices and new Loan Offer.

Our plan is to transition to processing all new business applications via the new system.

Please note that applications processed through LendFast will not appear in the tracking function on the Introducer website. If you need any information about the tracking of an application in LendFast, please contact Broker Support on 1300 656 226. This functionality is currently being built and we will provide an update once this is available.

#### Is there anything you should do differently?

No, it will be business as usual. Please continue to submit mortgage applications and supporting documents through the channels you currently use.

#### How can you ensure your applications are processed quickly?

Please submit all applications with the required information complete, along with all necessary supporting documents (**including valuations ordered upfront**). This will ensure a quick turnaround via our credit assessment team.

Please contact your ING DIRECT representative for further information.

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### ING DIRECT NUMBER ONE FOR HOME LOAN SATISFACTION

Recent research released by Roy Morgan on 25 May, 2016, shows that ING DIRECT is the number one non-major bank in terms of home loan satisfaction, with 94.3% of home loan customers being satisfied. Thanks for your support and role in making this possible.

To find out more about the Roy Morgan research and ING DIRECT, see our broker [LinkedIn page](#).

### CHANGES TO GENWORTH SERVICING CALCULATOR

Genworth has provided an updated servicing calculator, which will be effective for home loan applications received from 20 June 2016. The updated calculator must be completed for applications over \$1 million where LMI applies.

Please note, for all applications up to \$1 million where LMI applies, the ING DIRECT servicing calculator will be accepted.

The new calculator will be available on the calculator page of the Introducer website from 20 June 2016.

### LIKE MORE INFORMATION?

For more information, visit the [Introducer website](#) or speak to your ING DIRECT representative.

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## OWNER OCCUPIED Interest rates effective from 10 June 2016

ORANGE ADVANTAGE (100% INTEREST OFFSET)	Interest Rate (p.a.)	Comparison Rate (p.a.)
<b>Aggregate Borrowings \$500k+ AND:</b>		
LVR ≤ 80%	3.94%	4.16%
<b>Aggregate Borrowings \$150k+ AND:</b>		
LVR ≤ 80%	3.94%	4.16%
LVR > 80% ≤ 90% (incl. LMI)	4.09%	4.31%
LVR > 90%	4.77%	4.98%
<b>Aggregate Borrowings less than \$150k</b>	4.77%	4.98%
ORANGE ADVANTAGE/FIXED RATE LOAN COMBINATION*	Interest Rate (p.a.)	Comparison Rate (p.a.)
<b>Where an owner occupied Fixed Rate Loan is combined with an Orange Advantage (100% Interest Offset) home loan, the following fixed interest rates will apply.</b>		
1 Year Fixed Rate	4.29%	4.64%
2 Year Fixed Rate	4.19%	4.59%
3 Year Fixed Rate	3.98%	4.50%
4 Year Fixed Rate	4.49%	4.62%
5 Year Fixed Rate	4.59%	4.65%
MORTGAGE SIMPLIFIER	Interest Rate (p.a.)	Comparison Rate (p.a.)
<b>Aggregate Borrowings \$500k+ AND:</b>		
LVR ≤ 80%	4.09%	4.11%
<b>Aggregate Borrowings \$150k+ AND:</b>		
LVR ≤ 80%	4.09%	4.11%
LVR > 80% ≤ 90% (incl. LMI)	4.24%	4.26%
LVR > 90%	4.65%	4.67%
<b>Aggregate Borrowings less than \$150k</b>	4.65%	4.67%
FIXED RATE LOANS*	Interest Rate (p.a.)	Comparison Rate (p.a.)
1 Year Fixed Rate	4.39%	4.65%
2 Year Fixed Rate	4.29%	4.61%
3 Year Fixed Rate	4.08%	4.52%
4 Year Fixed Rate	4.59%	4.65%
5 Year Fixed Rate	4.69%	4.69%

**For the curious:** Information is current as at the above date and is subject to change. The comparison rates are based on a loan amount of \$150,000 over a loan term of 25 years. **WARNING:** The comparison rates are true only for the examples given and may not include all fees and charges. Different terms, fees or other loan amounts might result in different comparison rates. Aggregate borrowings refer to total residential ING DIRECT borrowings. Interest rate discounts for an LVR of 90% or less are available only for new owner occupied borrowings and new to ING DIRECT security property, this offer may be withdrawn at any time. LVR based interest rates do not apply to Fixed Rate or Construction loans. With an Orange Advantage home loan, an annual fee of \$199 applies (first year annual fee of \$199 is currently waived for formally approved loans); and 100% interest offset when linked to our Orange Everyday transaction account and you make a deposit into this account. \*The interest rate that will be applicable to your new owner occupied Fixed Rate Loan during the fixed interest period when combined with an Orange Advantage home loan is the ING DIRECT Fixed Rate applicable for the fixed interest period as at the settlement date of this loan less a fixed interest rate discount of 0.10% p.a. **WARNING:** If you have a Fixed Rate Loan you may be charged break costs if, before the expiry of the fixed interest period: (a) you make an additional payment of \$10,000 or more, or make additional payments totalling \$10,000 or more in any one-year period (with the first one-year period starting on the first day of the fixed interest period); or (b) you pay out that fixed rate loan or an amount becomes due and payable; or (c) we agree to change your loan type or fixed interest period that applies to your loan. Break costs could be substantial if interest rates fall during the fixed interest period. You should take break costs into consideration when deciding whether you want to fix your interest rate. All other terms in relation to the interest rate for your Fixed Rate Loan remain the same. Lending Criteria, Fees, Terms and Conditions apply. All applications for credit are subject to ING DIRECT credit approval criteria. Any advice in this email is general and does not take into account your, or your clients' objectives, financial situation or needs, and you should consider whether it is appropriate for you, or your clients. Before making any decision in relation to any of our products you, and your clients, should read the relevant PDS and Terms and Conditions booklet and Fees and Limits Schedule, available at our website or by calling 133 464. If you, or your clients, have a complaint, please call 133 464 at any time, as we have procedures in place to help resolve any issues you, or your client may have. Products are issued by ING DIRECT, a division of ING Bank (Australia) Limited ABN 24 000 893 292, AFSL and Australian Credit Licence 229823. You received this email as you provided ING DIRECT with your email address. However, if you do not wish to receive further email communications from ING DIRECT please send an email to marketing@marketing.ingdirect.com.au with "Unsubscribe" in the subject line or call 1300 656 226.

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### INVESTMENT Interest rates effective from 10 June 2016

ORANGE ADVANTAGE (100% INTEREST OFFSET)	Interest Rate (p.a.)	Comparison Rate (p.a.)
Aggregate Borrowings \$150k+	4.34%	4.56%
Aggregate Borrowings less than \$150k	4.77%	4.98%
MORTGAGE SIMPLIFIER	Interest Rate (p.a.)	Comparison Rate (p.a.)
Aggregate Borrowings \$150k+	4.49%	4.51%
Aggregate Borrowings less than \$150k	4.65%	4.67%
FIXED RATE LOANS*	Interest Rate (p.a.)	Comparison Rate (p.a.)
1 Year Fixed Rate	4.59%	4.67%
2 Year Fixed Rate	4.44%	4.64%
3 Year Fixed Rate	4.35%	4.59%
4 Year Fixed Rate	4.69%	4.69%
5 Year Fixed Rate	4.69%	4.69%

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