

## Keep Me Updated

15 September

### UPDATED LOAN ACCOUNT INSTRUCTION FORM

We've updated our Loan Account Instruction Form. The updated version of the form, which will be sent with loan offers issued from 19 September, 2016, includes these changes:

- **Ability for customers to draw settlement funds from their Orange Everyday transaction account.** Following broker feedback, there is now a section on the form where borrowers can authorise ING DIRECT to draw on funds in their Orange Everyday account to help settle their loan. This will save customers time as they will not have to draw cheques at the time of settlement.
- **Personal borrowers' authority defaults to 'any one to operate'.** All new loans for personal borrowers must now be set up as 'any one to operate' as the 'all to operate' option has been removed from the form. This means we will accept and act on instructions from any borrower on a customer's loan account. If required, borrowers can change their access after settlement by completing a Change to Operating Authority Form.
- **Linked bank accounts.** Customers will no longer be able to nominate multiple bank accounts to access the unrestricted redraw of available funds between their home loan and other accounts. However, borrowers can utilise this feature when their loan is linked to their Orange Everyday account or they transfer \$5,000 or less using the 'pay anyone' transaction feature.

You can find the updated form on the Forms page of our [Introducer website](#) from 19 September 2016.

### REMINDER: MORTGAGE DISCHARGE CHANGES - GRACE PERIOD ENDS 22 SEPTEMBER

As we let you know on 1 September, the discharge process for all ING DIRECT mortgage customers has changed. Discharge requests must be made by customers directly via the ING DIRECT Contact Centre.

- Customers will need to call ING DIRECT on 133 464 and ask for a Mortgage Discharge Request form. They will be provided with the form and a unique individual discharge code via email.
- The unique individual discharge code needs to be included on the form when it's submitted in order for the discharge to be processed. Forms that do not include a unique customer discharge code and old versions of the form will not be accepted.
- After the customer has collected their form and code, brokers, solicitors or other representatives can submit the form to ING DIRECT via email (details on the Mortgage Discharge Request form).

For discharges currently in the pipeline, we will process both old and new versions of the form until 22 September, 2016.

As part of this discharge process review, ING DIRECT will no longer accept surplus funds after settlement unless the surplus funds are deposited into an ING DIRECT account.

If you have any questions about these changes, please contact your ING DIRECT representative.

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### OWNER OCCUPIED Interest rates effective from 16 September 2016

ORANGE ADVANTAGE (100% INTEREST OFFSET)	Interest Rate (p.a.)	Comparison Rate (p.a.)
<b>Aggregate Borrowings \$500k+ AND:</b>		
LVR ≤ 80%	3.74%	3.96%
<b>Aggregate Borrowings \$150k+ AND:</b>		
LVR ≤ 80%	3.74%	3.96%
LVR > 80% ≤ 90% (incl. LMI)	3.87%	4.09%
LVR > 90%	4.65%	4.86%
<b>Aggregate Borrowings less than \$150k</b>	4.65%	4.86%
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	3.89%	4.51%
2 Year Fixed Rate	3.74%	4.43%
3 Year Fixed Rate	3.69%	4.35%
4 Year Fixed Rate	4.34%	4.50%
5 Year Fixed Rate	4.49%	4.55%
MORTGAGE SIMPLIFIER	Interest Rate (p.a.)	Comparison Rate (p.a.)
<b>Aggregate Borrowings \$500k+ AND:</b>		
LVR ≤ 80%	3.89%	3.91%
<b>Aggregate Borrowings \$150k+ AND:</b>		
LVR ≤ 80%	3.89%	3.91%
LVR > 80% ≤ 90% (incl. LMI)	4.04%	4.06%
LVR > 90%	4.55%	4.57%
<b>Aggregate Borrowings less than \$150k</b>	4.55%	4.57%
FIXED RATE LOANS*	Interest Rate (p.a.)	Comparison Rate (p.a.)
1 Year Fixed Rate	3.99%	4.52%
2 Year Fixed Rate	3.84%	4.45%
3 Year Fixed Rate	3.79%	4.37%
4 Year Fixed Rate	4.44%	4.54%
5 Year Fixed Rate	4.59%	4.59%

**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; 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](mailto: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 16 September 2016

ORANGE ADVANTAGE (100% INTEREST OFFSET)	Interest Rate (p.a.)	Comparison Rate (p.a.)
<b>Aggregate Borrowings \$150k+ AND:</b>		
LVR ≤ 80%	4.12%	4.34%
LVR > 80% ≤ 90% (incl. LMI)	4.27%	4.49%
<b>Aggregate Borrowings less than \$150k</b>	4.65%	4.86%
MORTGAGE SIMPLIFIER	Interest Rate (p.a.)	Comparison Rate (p.a.)
<b>Aggregate Borrowings \$150k+ AND:</b>		
LVR ≤ 80%	4.29%	4.31%
LVR > 80% ≤ 90% (incl. LMI)	4.44%	4.46%
<b>Aggregate Borrowings less than \$150k</b>	4.55%	4.57%
FIXED RATE LOANS*	Interest Rate (p.a.)	Comparison Rate (p.a.)
1 Year Fixed Rate	4.39%	4.56%
2 Year Fixed Rate	4.19%	4.51%
3 Year Fixed Rate	3.97%	4.42%
4 Year Fixed Rate	4.59%	4.59%
5 Year Fixed Rate	4.59%	4.59%

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