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# Residential Update.



Good afternoon,

**Welcome to our new-look Residential Update.**

## **Interest rates**

There are no changes to our residential mortgage rates this fortnight. For information on our current interest rates, [see our \*\*Introducer website\*\*](#).

## **Update on ING DIRECT turnaround times**

Last week we updated you about the challenges we are facing in terms of our turnaround times. As you know, we are still experiencing a high volume of loan applications, which continues to disrupt our turnaround times.

Thank you for your patience and support during this busy period. Despite the high volume of loan applications, we're making good progress and have all available resources, including our sales team, assisting with processing applications.

| ING DIRECT current assessment dates |   |  |
|-------------------------------------|---|--|
| Date                                | Refinances                                    | Purchases  |
| Thursday 29 September               | Processing applications received on 31 August | Processing applications received on 23 September |

You can also find our turnaround times, which are updated daily, on our [Introducer website](#).

### Update on pre-approvals

As we mentioned last week, we are still assessing pre-approvals. Where your customer has located a property, please email your ING DIRECT representative or our Sales Support Team, who will organise a full assessment of the application within 5 business days.

#### Can we help?

If you have any questions about any of the information above, please contact your ING DIRECT representative for more information.

[Contact us](#)

To learn more



Visit [introducer.ingdirect.com.au](http://introducer.ingdirect.com.au)



Call 1300 656 226

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