

Residential Update.



Interest rates

For information on our current interest rates, [see our Introducer website.](#)

Upfront valuations required for all new applications from January 2017

Following the success of our upfront valuation ordering initiative, we will transition to all new residential loan applications requiring an upfront valuation to be ordered for **applications received from 2 January 2017.**

Upfront valuations can be ordered via the ING DIRECT VMS system which will automatically order the appropriate valuation type and will link the valuation report to your client's loan application.

Please ensure the valuation ID is provided for all applications ordered to ensure we are able to match the completed valuation report to the loan application upon receipt. This will avoid the need to send the valuation report to ING DIRECT and ensure a quicker assessment of your loan applications.

Forgotten your password for our upfront valuation service?

All you need to do is click on 'Forgot My Password' and a password will be emailed to you. This link is available on the [log in page](#) under the 'Lender Institution Users' tab. Your User ID will be ING followed by your ING DIRECT broker code (e.g. ING1234567).

Drawing settlement funds from Orange Everyday accounts now available

Did you know that customers can now request for settlement funds to be drawn from their Orange



Everyday transaction account? Based on your feedback, we recently made this change to our *Loan Account Instruction Form*. This will save your customers time and effort as it avoids bank cheques being required for settlement.

Please ensure that where this option is selected by your customer, the account number and maximum debit amount is completed and also that the required funds are cleared in the customer's account at least 48 hours prior to settlement.

You can find the updated form on the *Forms* page of our [Introducer website](#).

Updated ING DIRECT servicing calculators & postcode listing

Living expenses

Following a review of living expenses, we will be increasing our Living Expense Benchmark for **applications received from 4 November 2016**. Updated residential and commercial loan servicing calculators will be made available to reflect increased living expenses.

Please note that any pre-approval application submitted and not assessed by 3 November 2016 will be subject to the new calculators.

Primary postcode listing

We will also be updating our Primary Postcode Listing, which will include a reclassification of some postcodes (no impact to current LVR parameters). This new listing will also apply for **applications received from 4 November 2016**.

The updated ING DIRECT servicing calculators and postcode listing will be available by logging in at our [Introducer website](#) from 3 November 2016.

To learn more



Visit introducer.ingdirect.com.au



Call 1300 656 226



For the curious: Information is current as at the above date and is subject to change.

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