

Residential Update.



Interest rates

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

Handy tips to speed up the processing of your applications

- 1) Upfront valuations are required for all new loan applications. You can order upfront valuations by going to the [VMS system](#) and navigating the Lending Institution Users tab.
- 2) Utilise the 'Supporting Docs' tab within Apply Online to submit your supporting documents. Refer to our Supporting Documents checklist to ensure all requirements are submitted with the loan application.

Home Loan Retention Requests

Please be advised that effective immediately, all home loan retention requests will be handled by our Contact Centre. Going forward, where a customer would like to discuss their home loan interest rate, please instruct them to call ING DIRECT on 133 464.

We will then discuss suitable options directly with the customer. This will allow us to address customer requests quickly, improving the customer experience. Rest assured this will have no impact on any trail commission payments.

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



Call 1300 656 226



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

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