

Residential Update.



Switching between Orange Advantage & Mortgage Simplifier loans over the phone

You may have noticed that there were no details of loan switches over the phone in our last update. Below are the details that were omitted:

As part of an initiative to simplify and improve the experience for existing home loan customers switching loan products, we are pleased to announce that customers are now able to switch between Orange Advantage (Principal and Interest) and Mortgage Simplifier (Principal and Interest) loans over the phone via our Contact Centre.

Points to Note:

- Loan switches can be either way between the two loan types
- Must be Principal & Interest for the switch over the phone to be available
- Where there are any other changes required (e.g. change to name(s), loan amount, amortisation type etc.), these will not be catered for over the phone. The current process would still apply in that instance.

Interest rates

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

Back Channel Messages

As part of another initiative to improve the quality of application assessment updates, we have released the first set of enhancements to back channel messages for Apply Online.

Users will notice considerably more information contained in many back channel messages, with further improvements to be rolled out over the coming months.

Can we help?

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

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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