

Residential Update.



Please be advised that effective from **Tuesday, 1 May 2018**, all ING loan documents issued for South Australia and Northern Territory properties and refinances will be managed by Gadens in Queensland. Fisher Jeffries in SA will no longer be acting as solicitors for ING for residential and commercial property purchases, refinances and discharges. Fisher Jeffries will no longer be providing mortgage processing services.

Please refer below for some FAQ's relating to the change.

When will the change be effective?

Gadens QLD will handle all ING settlement matters for instructions received from 1 May 2018. Fisher Jeffries in SA will continue to deal with pipeline matters until 1 June 2018.

What happens to pipeline deals?

Where customers have been issued with their loan documents and the completed documents have been returned, Fisher Jeffries in SA will complete the settlement. Any deals that have not settled by the 1 June 2018 will be transferred to Gadens QLD.

Will this impact loan documentation and settlement times?

No. Gadens in QLD will include a reply paid envelope in the mortgage document pack sent to customers. This will allow for a seamless process for customers to return the completed loan documentation to Gadens in QLD.

Please note where loan documents are sent via email, there will be no change to existing process; returning mortgage documents will be the responsibility of the customer.

What if I have an unexpected urgent settlement that I need expedited?

A Gadens QLD representative, Yvonne Mattei, will be available in the Fisher Jeffries office in SA to assist with these cases. Her contact details are as follows:

Yvonne Mattei

Tel: 07 3231 1527

Email: Yvonne.Mattei@gadens.com

The contact details of Gadens - QLD / SA / NT is available [here](#).

To learn more



Visit introducer.ing.com.au



Call 1300 656 226.



For the curious :Information is correct on the date of publication and is subject to change. All applications for credit are subject to ING's credit approval criteria. Fees and charges apply. Any advice in on this email does not take into account you or your customers' objectives, financial situation or needs and you should consider whether it is appropriate for you or your customers. Before making any decision in relation to an Orange Everyday or a home loan product, you and your customers should read the Orange Everyday Terms and Conditions booklet and Orange Everyday Fees & Limits Schedule, and the Home Loans Terms and Conditions, Fees & Limits Schedules, and Credit Guide available at ing.com.au. 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, a business name of ING Bank (Australia) Limited ABN 24 000 893 292, AFSL and Australian Credit Licence 229823.

You received this email as you provided ING with your email address. However, if you do not wish to receive further email communications from ING please send an email to marketing@marketing.ing.com.au with "Unsubscribe" in the subject line or call 1300 656 226.

ING
60 Margaret Street, Sydney, NSW, 2000, AU