



Residential Update.



Changes to ApplyOnline

We will be making changes to the identification and supporting document requirements in the ING Home Loan Application process in ApplyOnline. These changes are designed to ensure a simpler, smoother and quicker application process, with less re-work.

There will be two changes to ING's ApplyOnline application submission requirements from **23 July 2018**. The changes are as follows:

- The ING Identification form will now be a dynamic form that will auto-populate based on the information provided in the ApplyOnline submission
- Brokers will be required to attach supporting documents (including identification documents) in ApplyOnline prior to submission. Our supporting document requirements remain unchanged.

The application submission cannot proceed until the Loan Application Form, Identification Form and supporting documents have been attached. Where these documents are incomplete or missing, the home loan application cannot be submitted.

These changes will lead to better quality applications, minimise double handling and allow consistent turnaround times for your customers.

Can we help?

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

"Unsubscribe" in the subject line or call 1300 656 226.

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

To learn more



Visit introducer.ing.com.au



Call 1300 656 226.



For the curious: Information and interest rates are correct on the date of publication and are 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. 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.

In relation to our interest rates, aggregate borrowing refers to total new residential ING borrowings, excluding commercial loans. To be eligible for Orange Advantage & Mortgage Simplifier LVR Based interest rates, the following conditions apply:

- Applications must be for a new loan with new security property to ING
- The interest rate applicable is based on the capitalised LVR including any applicable LMI

Fixed loans

Fixed Rate Loans will revert to the current Mortgage Simplifier variable interest rate at the end of the fixed interest period. Important points to note:

- Where applicable LVR Based Interest Rates will apply.
- The interest rate discount that will apply at the end of the fixed interest period will be outlined in the customer's loan documentation

For this to apply, the original loan amount, loan purpose and LVR must be eligible for LVR based interest rates at the time of application.

Interest rate discounts for LVR 90% or less are available only for new to ING security property. If you apply to borrow more than 80% of the property value, you will be required to obtain Lenders Mortgage Insurance. This offer may be withdrawn at any time. Fees and charges apply.

Comparison rates The comparison rate for home loans is based on a loan amount of \$150,000 over a loan term of 25 years.

WARNING: This comparison rate is true only for the examples given and may not include all fees and charges. Different terms, fees or other loan amounts might result in a different comparison rate.

WARNING: If you select a fixed rate loan, break costs may be payable if at any time before the fixed term expires, you pay out your loan or you make additional payments of \$10,000 or more in an anniversary year, or you ask us to change your loan type or fixed interest period. Break costs may be substantial.

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