

## Residential Update.



Please be advised effective from **Thursday, 1 November 2018**, a transition process will commence where mortgage documents for settlements in Victoria will be prepared by Gadens in Queensland. Gadens Victoria will no longer be acting as solicitors for ING in relation to residential property purchases, refinances and discharges. This change was initiated by Gadens Victoria as part of a structural change to their overall business and should have minimal impact on loan documentation and settlement times.

Please note the arrangements for commercial lending remain unchanged until further notice.

This transition will take place over a period of 6 months with all new instructions for mortgage documents to be handled by Gadens Queensland from **mid January 2019**. From **18 April 2019**, all outstanding matters will be handed over to Gadens Queensland for completion.

### Status updates

Any information required about customers' loan documentation and settlement can be found by logging onto the [Gadens website](#).

Alternatively, you can contact Gadens on **1800 370 636** between Monday and Friday, 8:00am - 4:00pm (AEST) and 9:00am - 5:00pm (AEDT).

### Urgent settlements

For urgent or time sensitive matters, brokers will still be able to pick-up/drop off loan documents at Gadens Victoria - Level 25, Bourke Place, 600 Bourke Street, Melbourne.

Please note you must contact ING Sales Support on **1300 656 226** between Monday and Friday, 8:30am - 6pm (AEST) to make arrangements for loan documents to be picked up at Gadens Victoria.

### Can we help?

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

To learn more



Visit [introducer.ing.com.au](http://introducer.ing.com.au)



Call 1300 656 226.



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**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 a home loan product, you and your customers should read the Home Loans Terms and Conditions, Fees & Limits Schedules, and Credit Guide available at [ing.com.au](http://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.

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