

# Residential Update.



## Interest Rates

There are no changes to our residential mortgage rates. Visit [our introducer website](#) for our current residential home loan rates.

## Changes to ApplyOnline

From **23 September 2019**, we will be incorporating a Requirements & Objectives section into our Home Loan Application process in ApplyOnline, under a new Compliance Tab. The information provided will automatically populate onto the Loan Application Form. These changes are designed to ensure we meet regulatory requirements while making the application process simpler, smoother and more efficient.

A quick reminder - ensure all of the loan application requirements, including the Compliance Tab, have been completed in ApplyOnline prior to generating the Loan Application Form so that the Loan Application Form is complete at the time of signing. The application cannot progress 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 assessed.

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

## Diversity and Inclusion at ING

Melanie Evans, ING's Head of Retail Bank, sat down with MPA recently to discuss ING's Diversity and Inclusion program. Melanie also spoke about ING's new parental leave policy, which was launched last month. Read the full article [here](#).

## 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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Important Information: 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 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 our products, you and your customers should read the relevant Terms and Conditions booklet and Fees & Limits Schedule available at [ing.com.au](http://ing.com.au). If you or your customers have a complaint please call 133 464, as we have procedures in place to help resolve any issues you, or your customer may have. Credit provided 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 [ING - reply@eccoms.ing.com.au](mailto:ING-reply@eccoms.ing.com.au) with "Unsubscribe" in the subject line or call 1300 656 226.

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