

Residential Update



In response to the unprecedented impact the COVID-19 pandemic is having on traditional business processes, we are pleased to advise that ING now allows accredited brokers to verify the identity of home loan applicants via digital video technology. This digital method of identification will add to the more traditional methods still available as outlined in our broker update of 18 March 2020.

Below are the steps to follow when using video technology, allowing a seamless ID verification process:

- Broker to request and receive copies of an applicant's identification documents (list of acceptable documents outlined in the current *ING Identification form*)
- Broker arranges for a video meeting with applicant(s) to be identified
- Applicant displays the original identification documents on the screen camera. The broker then validates:
 - The documents in the video are the same documents as the copies provided to the broker
 - The likeness of the applicant is identical
 - The documents are valid and accurate

Following verification of the applicant's ID, the broker then:

- Completes the application in ApplyOnline as per standard process
- Completes the new *ING Identification form* available [here](#) indicating the method of ID verification used in the declaration
- Submits the *ING Identification form* and supporting documents as per standard process

Please note ING reserves the right to request face-to-face verification of ID where there is any uncertainty as to an applicant's identification.

We have notified your aggregator of this addition to our identification options, so please make contact with your aggregator if you would like to confirm whether this aligns with their guidelines.

Can we help?

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

Contact us

To learn more



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Call 1300 656 226



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. 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:reply@eccoms.ing.com.au) with "Unsubscribe" in the subject line or call 1300 656 226.

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