



Residential Update



Interest Rates

Did you know that our home loan fixed rates start from as low as **2.09% p.a. (3.77% p.a. comparison rate)*** for an Owner Occupied 2 year fixed rate loan with Orange Advantage?

For more information on our current interest rates, see [our introducer website](#).

Turnaround Times

Our turnaround times for new home loan applications are currently **between 1 and 2 business days** from application submitted date to credit assessment decision. This applies where an application submitted includes all supporting documents required and upfront valuation(s) ordered.

We are also pleased to advise that our Sales Support Unit continues to service brokers and are currently answering calls within 1 minute. Our Sales Support Unit is available on 1300 656 226, Monday to Friday, 8:30am - 6:00pm (AEST).

Changes to ING's Home Loan Serviceability Calculator

As part of a regular review of the ING Living Expense Benchmark, there will be an increase in living expenses for applications received from **17 April 2020**.

An updated residential loan servicing calculator will be available on 17 April 2020 to reflect these changes.

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



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 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 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. Products are issued by ING, a business name of ING Bank (Australia) Limited ABN 24 000 893 292, AFSL and Australian Credit Licence 229823.

Applications must be for a new loan with new security property to ING

Lenders Mortgage Insurance required for loans with LVR >80%.

Fixed Rate Loans will revert to the current Mortgage Simplifier variable interest rate at the end of the fixed interest period. If your customers select a fixed rate loan, break costs may be payable if, at any time before the fixed rate expires, they (1) pay out their loan, make an additional payment of \$10,000 or more, or they make additional payments totalling \$10,000 or more in any one-year period (with the first one-year period starting on the first day of the fixed interest period), or (2) they ask us to make certain changes to their loan including but not limited to their loan type, their repayment type, their loan purpose, their fixed interest period, the security on their property, their approved loan amount, their loan term, the borrowers on your loan or any other change that requires your loan to be re-documented. They should refer to the Home Loan terms and conditions for details and contact us on 133 464 for an estimate of the break costs that may be payable by them in the above circumstances. Any additional payments or advanced funds are not available for redraw during the fixed interest period. *Comparison rates: The comparison rate is based on a home 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.

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60 Margaret Street, Sydney, NSW, 2000, AU