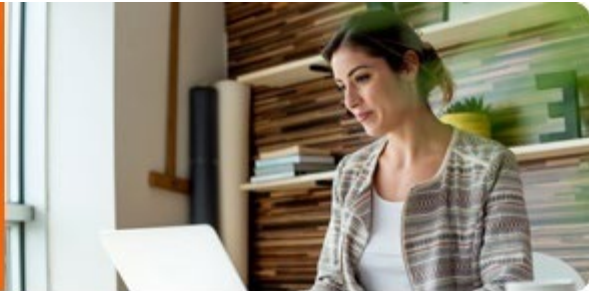




An update from ING



We appreciate conducting business in the current environment can be challenging. That's why we're pleased to announce that effective immediately, applications submitted via AppyOnline can be accepted with electronic signatures using an electronic signature platform (e.g. DocuSign). This will apply to lending for new home loan customers and existing ING home loan customers.

The forms to which the above will apply include:

- Loan application form
- Residential Loan Variation request form
- Identification form
- Fixed Rate Lock In Request form
- Delivery of Loan Documents form

The addition of electronic signatures has been introduced to further simplify the application experience, complementing our recent announcement allowing brokers to verify the identity of home loan applicants via digital video technology.

Should you have any queries regarding the above or for any other matters, please contact your ING representative or call our Sales Support Unit on 1300 656 226, Monday to Friday 8:30am - 6:00pm (AEST).

ING Assisting Home Loan Customers with COVID-19 Repayment Arrangements

ING will begin proactively contacting home loan customers via email and SMS, whose COVID-19 repayment arrangements are approaching expiry. The purpose of ING contacting these customers will be to check if they require an extension of their current arrangement(s) or to discuss other options available. This is a courtesy notice to keep you updated on how we're continuing to help ING customers. There is no broker action required.

To learn more



Visit introducer.ing.com.au



Call 1300 656 226.



Important information : The information in this communication is 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. Conditions booklet and Fees & Limits Schedule available at ing.com.au. If you or your clients have a complaint please call 133 464, as we have procedures in place to help resolve any issues you, or your client 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.

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. 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

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ING

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