

Residential Update



To further support ING customers who suffer a loss of income or employment due to COVID-19, ING will be making available to customers an additional 4 month payment pause extension where required, as recently announced by the Australian Banking Association.

This is intended to assist customers who have paused their repayments and require more time, where they are unable to start repaying all or a portion of their usual repayments.

Please note the following:

- Customers who are slowly returning to normal life and are able to start making full or partial repayments before the expiry of their payment pause period can contact ING to return to full repayments or reduced repayment amounts at any time.
- For customers who have been on a payment pause for three to six months and find they're still not in a position to resume full repayments due to COVID-19, ING will continue to work with these customers to find an option that suits their circumstances. Options may include extending the term of the home loan, consolidating their debts or providing them with up to an additional four month payment pause once the original six months has ended (total of up to 10 months, including extension). These are just some of the options available, and a financial assessment may be required.
- Customers wishing to cancel their payment pause and resume their full repayments should contact ING on 133 464.

For more information click [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



Call 1300 656 226.



Important Information: Information is correct on the date of publication and is subject to change. 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.

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A payment pause means that the customer will not be required to make any repayments during the payment pause period. During the payment pause period (maximum of 3-10 months), interest and fees will continue to accrue on the loan. At the end of the period, the loan balance and minimum repayments will be higher.

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