



Residential Update.



Interest Rates

There are no changes to our residential mortgage rates. For more information on our current interest rates, click [here](#).

Turnaround Times

We're pleased to let you know that our turnaround times for new home loan applications are still currently within 2 business days from application submitted date to credit assessment decision. This applies where an application submitted includes all supporting documents required, upfront valuation(s) ordered and is successful.

Campaign for Existing ING Home Loan Customers

Over the next couple of months, some existing ING home loan customers will receive a \$2,000 cash back offer should they take out a new ING home loan to purchase their next owner occupied home. The offer will be detailed in a communication sent to these eligible customers.

We're pleased to advise the cash back offer will be available to eligible customers who wish to proceed via their broker. Applications for customers that receive the offer should be submitted via the standard process in ApplyOnline.

Please note the cash back offer will exclude refinances from other lenders, the purchase of holiday homes, investment properties and business loans.

Uploading of Supporting Documents via ApplyOnline

Please ensure all supporting documents are attached and uploaded in their totality (rather than uploading individual documents) via ApplyOnline at submission. Please ensure only

required documents are uploaded and avoid uploading blank documents.

Where a blank document is uploaded, the assessment of the application will be delayed. Where you have submitted supporting documents via ApplyOnline, please refrain from also emailing the documents to the mortgage assessment inbox as this duplication may slow down the processing of your application.

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.



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.

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\$2,000 cashback offer

This is a special limited time offer which may be withdrawn at any time. This offer applies only in respect of the original recipient of this email, and is only available for new ING owner occupied home loans of \$300,000 or more (Eligible Home Loan) where: (a) the customer is an existing ING home loan customer; (b) the Eligible Home Loan application is submitted between Friday 4 September 2020 and Friday 4 December 2020; (c) the Eligible Home Loan is settled by Friday 5 March 2021, and (d) within a month of settlement, the customer holds active an Orange Everyday bank account in the same name/s as the Eligible Home Loan. The \$2 000 cashback will be paid into the Orange Everyday account within two months after settlement. Offer applies to new to ING security property only. If discharging existing loan due to sale of property, purchase must be within 3 months of discharge. This offer is not available in conjunction with any other special offers.

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