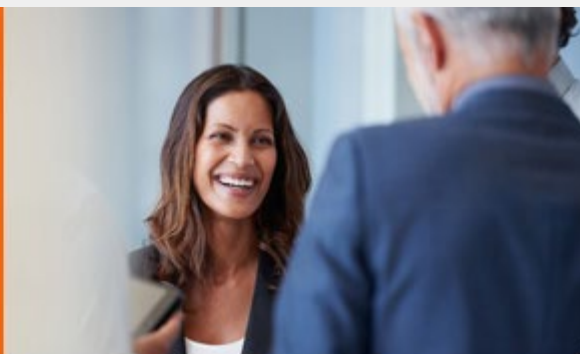


# Residential Update



## Interest Rates

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

## Decommission of ING's Introducer website

With the recent launch of our new broker portal, the old ING introducer site (<https://introducer.ing.com.au/>) will be de-commissioned from **25 November 2020**. Our new broker portal at <https://broker.ing.com.au> can be used to find information about our interest rates, products, forms and contact details. An application tracking feature is now also available through the secure site, allowing you to track your customer applications in real-time.

Where you have not registered for access to the secure site of the new broker portal, please contact our Sales Support Unit on 1300 656 226, Monday to Friday between 8:30am and 6:00pm (AEST).

When you log into the secure site, you'll be able to:

- Track all your new business applications
- View current application turnaround times
- View an enhanced version of your ING customer portfolio
- Access calculators and credit policies
- Access ApplyOnline
- Use the links provided to Dentons and Valocity websites
- Find contact details of our Relationship Managers, Business Development Managers and Sales Support unit
- Easily reset your password

## Arrangement of funds for settlement

Please note - where your customer has insufficient funds in their Orange Everyday account 48 hours before settlement, they will need to arrange for the funds to be sent directly to the Gadens / Dentons trust account. Failure to do so will result in the delay of their settlement.

## 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](http://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](http://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:ING-reply@eccoms.ing.com.au) with "Unsubscribe" in the subject line or call 1300 656 226.

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