



## Residential Update

### Service Levels



#### **Purchase/Refinance**

2 days



#### **Sales Support Unit**

Average speed to answer: 1 minute 18 seconds

### Interest Rates

We will be reducing some variable interest rates for Owner Occupied and Investment loans for new loan applications from 15 October 2021. We will also be increasing some fixed interest rates loans from 15 October 2021.

#### **Variable Interest Rates**

The reduction to Mortgage Simplifier and Orange Advantage, Owner Occupied and Investment, Principal and Interest, variable interest rates, will be effective for new loan applications formally approved from 15 October 2021.

Please see below for details of interest rates that will be changing:

## Variable Interest Rates - Effective 15 October 2021

MORTGAGE SIMPLIFIER	Owner Occupied			Investment		
	New Variable Interest Rate (p.a.)	New Comparison Rate (p.a.)*	Change (p.a.)	New Variable Interest Rate (p.a.)	New Comparison Rate (p.a.)*	Change (p.a.)
<b>Principal &amp; Interest</b>						
Aggregate Borrowings \$1m + and LVR ≤ 80%	2.24%	2.27%	- 0.21%	2.39%	2.42%	- 0.25%
Aggregate Borrowings \$500,000 to \$999,999 and LVR ≤ 80%	2.24%	2.27%	- 0.25%	2.39%	2.42%	- 0.25%
Aggregate Borrowings \$150,000 to \$499,999 and LVR ≤ 80%	2.24%	2.27%	- 0.25%	2.39%	2.42%	- 0.25%
Aggregate Borrowings \$150,000 + and LVR > 80% ≤ 90%	2.49%	2.52%	- 0.10%	n/a	n/a	n/a
Aggregate Borrowings \$150,000 + and LVR > 90%	2.94%	2.97%	- 0.06%	n/a	n/a	n/a

ORANGE ADVANTAGE	Owner Occupied			Investment		
	New Variable Interest Rate (p.a.)	New Comparison Rate (p.a.)*	Change (p.a.)	New Variable Interest Rate (p.a.)	New Comparison Rate (p.a.)*	Change (p.a.)
<b>Principal &amp; Interest</b>						
Aggregate Borrowings \$1m + and LVR ≤ 80%	2.29%	2.64%	- 0.21%	2.44%	2.79%	- 0.25%
Aggregate Borrowings \$500,000 to \$999,999 and LVR ≤ 80%	2.29%	2.64%	- 0.25%	2.44%	2.79%	- 0.25%
Aggregate Borrowings	2.29%	2.64%	- 0.25%	2.44%	2.79%	- 0.25%

\$150,000 to \$499,999 and LVR ≤ 80%						
Aggregate Borrowings \$150,000 + and LVR > 80% ≤ 90%	2.54%	2.89%	- 0.10%	n/a	n/a	n/a
Aggregate Borrowings \$150,000 + and LVR > 90%	2.99%	3.33%	- 0.06%	n/a	n/a	n/a

### Fixed Rates

From 15 October 2021, we'll be increasing some fixed interest rates for Owner Occupier loans.

Please see below for details of interest rates that will be changing:

## Fixed Rates Effective 15 October 2021

### Fixed Rates with Orange Advantage, LVR less than or equal to 80%

FIXED RATES (WITH ORANGE ADVANTAGE)	Owner Occupied			Investment		
	New Interest Rate (p.a.)	New Comparison Rate (p.a.)*	Change (p.a.)	New Interest Rate (p.a.)	New Comparison Rate (p.a.)*	Change (p.a.)
Principal & Interest						
2 Year Fixed Rate	1.89%	3.73%	+ 0.05%	N/A	N/A	N/A
3 Year Fixed Rate	2.09%	3.61%	+ 0.20%	N/A	N/A	N/A
4 Year Fixed Rate	2.54%	3.61%	+ 0.20%	N/A	N/A	N/A
5 Year Fixed Rate	2.69%	3.56%	+ 0.20%	N/A	N/A	N/A

### Fixed Rates with Orange Advantage, LVR greater than 80% and less than or equal to 90%

FIXED RATES (WITH ORANGE ADVANTAGE)	Owner Occupied			Investment		
	New Interest Rate (p.a.)	New Comparison Rate (p.a.)*	Change (p.a.)	New Interest Rate (p.a.)	New Comparison Rate (p.a.)*	Change (p.a.)
Principal & Interest						
2 Year Fixed Rate	1.99%	3.75%	+ 0.05%	N/A	N/A	N/A
3 Year Fixed Rate	2.19%	3.64%	+ 0.20%	N/A	N/A	N/A
4 Year Fixed Rate	2.64%	3.64%	+ 0.20%	N/A	N/A	N/A

5 Year Fixed Rate	2.79%	3.60%	+ 0.20%	N/A	N/A	N/A
-------------------	-------	-------	---------	-----	-----	-----

### Fixed Rates with Orange Advantage, LVR greater than 90%

FIXED RATES (WITH ORANGE ADVANTAGE)	Owner Occupied			Investment		
	New Interest Rate (p.a.)	New Comparison Rate (p.a.)*	Change (p.a.)	New Interest Rate (p.a.)	New Comparison Rate (p.a.)*	Change (p.a.)
Principal & Interest						
2 Year Fixed Rate	2.44%	3.83%	+ 0.05%	N/A	N/A	N/A
3 Year Fixed Rate	2.64%	3.75%	+ 0.20%	N/A	N/A	N/A
4 Year Fixed Rate	3.09%	3.79%	+ 0.20%	N/A	N/A	N/A
5 Year Fixed Rate	3.24%	3.78%	+ 0.20%	N/A	N/A	N/A

### Stand Alone Fixed Rates, LVR less than or equal to 80%

FIXED RATES	Owner Occupied			Investment		
	New Interest Rate (p.a.)	New Comparison Rate (p.a.)*	Change (p.a.)	New Interest Rate (p.a.)	New Comparison Rate (p.a.)*	Change (p.a.)
Principal & Interest						
2 Year Fixed Rate	1.99%	3.75%	+ 0.05%	N/A	N/A	N/A
3 Year Fixed Rate	2.19%	3.64%	+ 0.20%	N/A	N/A	N/A
4 Year Fixed Rate	2.64%	3.64%	+ 0.20%	N/A	N/A	N/A
5 Year Fixed Rate	2.79%	3.60%	+ 0.20%	N/A	N/A	N/A

### Stand Alone Fixed Rates, LVR greater than 80% and less than or equal to 90%

FIXED RATES	Owner Occupied			Investment		
	New Interest Rate (p.a.)	New Comparison Rate (p.a.)*	Change (p.a.)	New Interest Rate (p.a.)	New Comparison Rate (p.a.)*	Change (p.a.)
Principal & Interest						
2 Year Fixed Rate	2.09%	3.77%	+ 0.05%	N/A	N/A	N/A
3 Year Fixed Rate	2.29%	3.66%	+ 0.20%	N/A	N/A	N/A

4 Year Fixed Rate	2.74%	3.67%	+ 0.20%	N/A	N/A	N/A
5 Year Fixed Rate	2.89%	3.64%	+ 0.20%	N/A	N/A	N/A

### Stand Alone Fixed Rates, LVR greater than 90%

FIXED RATES	Owner Occupied			Investment		
	New Interest Rate (p.a.)	New Comparison Rate (p.a.)*	Change (p.a.)	New Interest Rate (p.a.)	New Comparison Rate (p.a.)*	Change (p.a.)
Principal & Interest						
2 Year Fixed Rate	2.54%	3.85%	+ 0.05%	N/A	N/A	N/A
3 Year Fixed Rate	2.74%	3.77%	+ 0.20%	N/A	N/A	N/A
4 Year Fixed Rate	3.19%	3.82%	+ 0.20%	N/A	N/A	N/A
5 Year Fixed Rate	3.34%	3.82%	+ 0.20%	N/A	N/A	N/A

## DocuSign for Mortgage Variations

Last month we announced introducing DocuSign nationally and simplifying the settlement process for all new purchases and refinances, making the settlement process quicker, safer, and less prone to errors.

This month we're pleased to advise that DocuSign will also become available for existing ING home loan customers when executing some legal documents for a variation to their home loan (where applicable).

For loan variations that require new loan documentation submitted from 26 October 2021 (using an aggregator portal) or from 19 October 2021 (if using the ING Broker portal):

1. All customers will receive one simple email from Dentons with steps to follow for signing documents electronically using DocuSign (or where applicable advising them to print, wet sign and return).
2. Brokers will also receive a similar email to access the documentation from DocuSign to ensure they are across next steps.

Customers will still be able to nominate alternative delivery and execution process should that be their preference. This can be done by contacting your ING representative prior to mortgage documents being issued.

There's nothing you need to do. We've updated our home loan variation forms to capture the relevant 'Electronic Documents and Communications' consent from customers. This change also means we no longer require the Delivery of Loan Documents form.

For more information about DocuSign and electronic signatures, click [here](#).



**Online help & support**  
Visit [broker.ing.com.au](http://broker.ing.com.au)



**Sales Support Unit**  
1300 656 226  
8:30 a.m. - 6:00 p.m. Monday  
to Friday (AEST)

Or contact your ING  
Representative



Helping Australians get ahead through the  
power of community. Get involved at  
[ing.com.au/dreamstarter](http://ing.com.au/dreamstarter)

Follow Us



For banking on the go, download our mobile app

**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, Fees & Limits Schedules, and Target Market Determination available at [ing.com.au](http://ing.com.au). If your or your customers have a complaint please call 133 464 at any time, 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.

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 your customer applies to borrow more than 80% of the property value, they will be required to obtain Lenders Mortgage Insurance.

Fixed Rate Loans will revert to the current Mortgage Simplifier variable interest rate at the end of the fixed interest period. Important points to note:

- Where applicable LVR Based Interest Rates will apply.
- The interest rate discount that will apply at the end of the fixed interest period will be outlined in the customer's loan documentation

For this to apply, the original loan amount, loan purpose and LVR must be eligible for LVR based interest rates at the time of application.

\*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.

A \$299 annual fee applies Orange Advantage Home Loans.

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.

The information contained in this electronic mail message may be confidential and is intended only for use of the addressee. If you are not the intended recipient and have received this communication in error, please notify the sender by reply transmission and delete the message without copying or disclosing it. Any unauthorised disclosure, reproduction, distribution or other use of this communication is strictly prohibited.

ING  
60 Margaret Street  
Sydney, NSW, 2000, AU