



## Residential Update

We are pleased to announce that over the next few weeks, we'll be fully transitioning from Gadens to Dentons for mortgage matters nationally, between 26 April 2021 and 31 May 2021.

As part of the change, brokers will be able to access Dentons Lend, an online portal that allows tracking of loan matters in real-time. Providing a user-friendly portal, Dentons Lend allows you to:

- Monitor your portfolio of transactions
- Communicate directly with the linked Dentons paralegal
- Check for critical issue notifications
- Easily upload transaction documents

Over the next few weeks, brokers that aren't registered for Dentons Lend will receive a registration email in order to allow access.

To ensure a smooth transition, Dentons will be conducting a training session on **20 April 2021, 10:30 a.m. – 11:30 a.m. (AEST)**. To attend, please click on link below to be taken to the Zoom meeting on the day:

[Dentons Lend training session](#)

We have also included below some FAQs that may assist you:

#### **When will this transition take place?**

The transition will occur in the following states and dates:

State	Transition Date
NSW, ACT & WA	Monday, 26 April 2021
VIC & TAS	Tuesday, 27 April 2021
QLD, SA & NT	Monday, 31 May 2021

Please note the following:

- Any loans matters currently with Gadens will proceed with Gadens until settlement or loan expiry
- After this time, the loan offer will be re-assessed and sent to Dentons for settlement
- Following the transition date, all new loan instructions will be actioned by Dentons.

#### **When will I receive the Dentons Lend registration email?**

You will receive the confirmation email a week before the official transition date listed above.

#### **I haven't received a registration email, can you send me one?**

Yes, please email [DL.assist@dentons.com](mailto:DL.assist@dentons.com) and include:

- Email subject line: Dentons Lend new user
- Your name
- Your preferred email (this will be your user name)
- Your company
- Your aggregator
- Your mobile phone number

#### **Where can I find the Dentons Lend user guide?**

The user guide will be available on the [broker portal](#) from 26 April 2021.

**Will I still be able to view all the information that is currently in GPSL?**

Any matter that is currently in progress will still be in GPSL until the matter settles or expires. Once it has expired, a new request will be required to be sent to Dentons.

**Will my archived deals be migrated from GPSL to Dentons Lend?**

Yes. All data including archived matters will be migrated from GPSL to Dentons Lend.

**When will my access to Gadens cease?**

Gadens will continue to provide access to all brokers until 30 September 2021. After this date, access will be removed.

**What about loan discharge requests?**

Gadens will continue to manage loan discharge requests until 27 June 2021. From 28 June 2021, Dentons will manage all new discharge requests.



**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)

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