






Service Levels

-  **Purchase**
5 days
-  **Refinance / Pre-approval**
10 days
-  **Sales Support Unit**
Average speed to answer: 2 minutes 7 seconds

Extension of \$3,000 cashback offer

We're pleased to let you know our \$3,000 cashback offer for eligible new refinance applications has been extended until 31 March 2022.

Here are some key conditions of the offer:

- effective for applications received by ING between 1 July 2021 and 31 March 2022.
- only available for the refinance of an existing home loan from another lender which settles by 30 June 2022, and excludes refinances of existing ING loans.

- for any ING home loan products with a minimum loan amount of \$500,000 and LVR less than or equal to 80%.
- limited to one \$3,000 refinance cashback per application irrespective of the number of:
 - properties or borrowers included on the application
 - or loan accounts that are being opened through the refinance.
- available for applicants who hold an Orange Everyday account in the same name(s) as the new loan. If the applicant does not hold an Orange Everyday account in the same name(s) as the new loan, it must be opened before the cashback is paid (which takes place within 70 days of settlement).

Full details of the offer can be found [here](#).

Season's Greetings from ING

After another challenging year, we would like to thank all our broker partners for the continued support over the past 12 months. We wish you and your family a safe and happy festive season and we look forward to working with you again in 2022.

Operating hours during the holiday period

ING will continue to provide brokers support during the Christmas and New Year period.

Please note the following with the exception of public holidays:

- Between 20 December 2021 and 12 January 2022, our Sales Support Unit will be available with reduced staff on 1300 656 226 between:
 - 8:30am and 6:00pm (AEDT)
- Between the periods 29 December 2021 to 31 December 2021 and 4 January 2022 to 5 January 2022, our Sales Support Unit will be available with reduced staff between:
 - 8:30am and 5:00pm (AEDT)
- Dentons will be operating with reduced staff over Christmas and New Year and across all their offices nationwide.



Online help & support
Visit 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

Helping Australians get ahead through the
power of community. Get involved at
ing.com.au/dreamstarter

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