



## Service Levels



### Purchase

5 days

### Refinance / Pre-approval

20 days



### Sales Support Unit

Average speed to answer: 3 mins 38 seconds

## Interest Rates

### Fixed Interest Rate Changes

From **23 February 2022**, we'll be increasing our fixed interest rates for Owner Occupier and Investment loans.

The increase to these fixed interest rates for Owner Occupier and Investment home loans will be effective for loans that settle on or after 23 February 2022.

Where a Fixed Rate Lock In form and fee (\$749) have been received prior to 23 February 2022, the fixed rate that was locked in will be the rate applicable at settlement. Please note that the fixed rate lock in is valid for 90 days.

Full terms and conditions for the Fixed Rate lock in and form can be found [here](#).

Please see below for details of the fixed interest rates that will be changing.

## Fixed Interest Rates - Effective 23 February 2022

### 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.)
<b>Principal &amp; Interest</b>						
1 Year Fixed Rate	2.49%	2.39%	+ 0.15%	N/A	N/A	N/A
2 Year Fixed Rate	3.09%	2.53%	+ 0.30%	N/A	N/A	N/A
3 Year Fixed Rate	3.49%	2.72%	+ 0.30%	N/A	N/A	N/A
4 Year Fixed Rate	3.79%	2.93%	+ 0.30%	N/A	N/A	N/A
5 Year Fixed Rate	3.99%	3.13%	+ 0.30%	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.)
<b>Principal &amp; Interest</b>						
1 Year Fixed Rate	2.59%	2.67%	+ 0.15%	N/A	N/A	N/A
2 Year Fixed Rate	3.19%	2.79%	+ 0.30%	N/A	N/A	N/A
3 Year Fixed Rate	3.59%	2.96%	+ 0.30%	N/A	N/A	N/A
4 Year Fixed Rate	3.89%	3.16%	+ 0.30%	N/A	N/A	N/A
5 Year Fixed Rate	4.09%	3.35%	+ 0.30%	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.)
<b>Principal &amp; Interest</b>						
1 Year Fixed Rate	3.04%	3.15%	+ 0.15%	N/A	N/A	N/A
2 Year Fixed Rate	3.64%	3.28%	+ 0.30%	N/A	N/A	N/A
3 Year Fixed Rate	4.04%	3.45%	+ 0.30%	N/A	N/A	N/A
4 Year Fixed Rate	4.34%	3.64%	+ 0.30%	N/A	N/A	N/A
5 Year Fixed Rate	4.54%	3.83%	+ 0.30%	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.)
<b>Principal &amp; Interest</b>						
1 Year Fixed Rate	2.59%	2.07%	+ 0.15%	2.79%	2.69%	+ 0.15%
2 Year Fixed Rate	3.19%	2.22%	+ 0.30%	3.29%	2.81%	+ 0.30%
3 Year Fixed Rate	3.59%	2.41%	+ 0.30%	3.69%	2.99%	+ 0.30%
4 Year Fixed Rate	3.89%	2.63%	+ 0.30%	3.99%	3.19%	+ 0.30%
5 Year Fixed Rate	4.09%	2.84%	+ 0.30%	4.19%	3.39%	+ 0.30%

### 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.)
<b>Principal &amp; Interest</b>						
1 Year Fixed Rate	2.69%	2.35%	+ 0.15%	N/A	N/A	N/A
2 Year Fixed	3.29%	2.48%	+ 0.30%	N/A	N/A	N/A

Rate						
3 Year Fixed Rate	3.69%	2.66%	+ 0.30%	N/A	N/A	N/A
4 Year Fixed Rate	3.99%	2.87%	+ 0.30%	N/A	N/A	N/A
5 Year Fixed Rate	4.19%	3.07%	+ 0.30%	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.)
<b>Principal &amp; Interest</b>						
1 Year Fixed Rate	3.14%	2.85%	+ 0.15%	N/A	N/A	N/A
2 Year Fixed Rate	3.74%	2.98%	+ 0.30%	N/A	N/A	N/A
3 Year Fixed Rate	4.14%	3.16%	+ 0.30%	N/A	N/A	N/A
4 Year Fixed Rate	4.44%	3.36%	+ 0.30%	N/A	N/A	N/A
5 Year Fixed Rate	4.64%	3.56%	+ 0.30%	N/A	N/A	N/A

### Investment Stand Alone Fixed Rates, Interest only

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.)
<b>Interest Only</b>						
1 Year Fixed Rate	N/A	N/A	N/A	2.99%	2.92%	+ 0.15%
2 Year Fixed Rate	N/A	N/A	N/A	3.49%	2.99%	+ 0.30%
3 Year Fixed Rate	N/A	N/A	N/A	3.89%	3.10%	+ 0.30%
4 Year Fixed Rate	N/A	N/A	N/A	4.19%	3.23%	+ 0.30%
5 Year Fixed Rate	N/A	N/A	N/a	4.39%	3.36%	+ 0.30%

Income Verification - Tax Returns for 2021 Financial Year

As we have entered 2022, for all home loan applications where ING credit guidelines require a tax return, please provide tax returns for the 2021 financial year.

The following are some of the income documentation also required for verification of income purposes:

### **Small Business / Company / Self-employed applicants**

- The most recent year's financials must be no older than 19 months
- The latest BAS statement
- Income from self-employed borrowers involved in industries directly impacted by COVID-19 (e.g. airlines, tourism, hospitality, retail) will require financials to verify that the income is consistent or improving. The list of impacted industries is not exhaustive and each application will take into consideration individual circumstances.

### **PAYG applicants**

Where relying only on base income, verification can be achieved by using:

- Two of the applicant's latest payslips (no older than 60 days). Please ensure payslips are within current pay cycles and show the applicant's name, employer's name and employer's ABN.

or

- Three months of bank statements showing a regular salary credit, stating the name of the employer.

Please note - additional documentation is required for all self-employed or PAYG applicants from COVID impacted industries. The full list of COVID impacted industries can be found in Section 3.1.10 of our underwriting guidelines.

## **Living Expenses Form**

We have made available a new Living expenses template, designed to make it easier to calculate and consolidate an applicant's living expenses. The template can be found [here](#).



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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.

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