

Commercial Update.



Interest Rates

For information on our current interest rates, [see our Introducer website](#).

ING to continue supporting small business customers affected by COVID-19

ING is here to support small business and commercial investor customers through this COVID crisis. In line with the recent announcement by the Australian Banking Association, ING will be making available an additional 4 month payment pause extension (to a total of 10 months) where required. This is intended to assist small business customers who have paused their commercial loan repayments and need more time, where they are unable to start repaying all or a portion of their usual repayments.

- Small business customers who are currently on a payment pause but are slowly returning to normal can start making full or partial repayments if they have funds available. Customers can simply use their loan account details (BSB and Account Number) to make a direct credit payment from their bank account or they can contact ING to make these arrangements.
- For small business customers who have been on a payment pause for three to six months and find they're still not in a position to resume full repayments due to COVID-19, ING will continue to work with these customers to find an option that suits their circumstances. Options may include extending the term of the loan, consolidating their debts or providing them with up to an additional four month payment pause once the original six months has ended (total of up to 10 months, including extension). These are just some of the options that may be available, and a financial assessment may be required.

- Small business customers wishing to cancel their payment pause and resume their full repayments should contact ING on 133 464.

For more information click [here](#).

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



Call 1300 656 226.



Important Information: Information is correct on the date of publication and is subject to change. 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.

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A payment pause means that the customer will not be required to make any repayments during the payment pause period. During the payment pause period (maximum of 3-10 months), interest and fees will continue to accrue on the loan. At the end of the period, the loan balance and minimum repayments will be higher.

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