



Commercial Update

Order commercial valuations using Valocity

We are excited to announce that the valuation portal, Valocity, has been expanded at ING to include Commercial Lending. Putting our brokers in the driver's seat to control the commercial valuation process. The new commercial valuation ordering feature is now available for you to use!

Here are some of the exciting features of Valocity:

- Brokers can now obtain quotes, order and track commercial valuations, at any stage of the application process.
- Valuation reports are now available at your fingertips via your personal dashboard at any time. Simply download a copy, or if you need a status update it's just a click away.
- Access reports faster - Valuation reports should be available within 7 business days from property access.

- Flexible payment options of Credit Card or Bank Transfer. Alternatively the 'Pay Later option' will generate an email request to the customer, with a link for them to make payment arrangements.

Important note: Commercial valuations are only ordered once payment in full is received.

You're ready to go!

Great news, if you are set up with a Valocity login for ING residential lending purposes, your commercial lending valuation access will automatically be updated. You do not need to register again.

If you do not have your Valocity login or cannot locate your original registration email, please send your ING Broker Number, Name and Email Address to [ING](#). We'll get you up and running as soon as we can.

If you have simply forgotten your password, please head to the [Valocity login page](#) and click on 'Forgot password' and follow the prompts.

More about Valocity

If you have used Valocity for ING residential lending purposes you would have already experienced the simplicity of the platform. This same approach has been taken for commercial lending, putting you in control of the valuation process. Its 'self-serve' capability allows you to obtain commercial property valuation quotes and request commercial property valuations directly, all via Valocity's One Smart digital platform.

If you have a question or to find out more please refer to the **Valocity Broker User Guide for Commercial** and/or the **FAQs** available on our Broker Portal at [Commercial Loans>Useful tips](#).

Online help & support
Visit broker.ing.com.au

Here 1300 656 226, 8.30
a.m. - 6pm Monday to Friday
(AEST)

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