



## Service Levels



### Purchase

1.5 days

### Refinance

1.5 Days



### Sales Support Unit

Average speed to answer: 48 secs

## Updated Serviceability Calculator

Our living expense benchmark is reviewed on a regular basis and we've updated our serviceability calculator to reflect this. The updated calculator (Version 2.2) is available in the secure section of our [broker portal](#).

Please use our updated calculator (Version 2.2) for all home loan applications submitted from **30 September 2022**.

## Extension of ING's \$3000 Home Loan Cashback Offer

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

Here are some key conditions of the offer:

- effective for eligible applications received by ING between 1 July 2021 and 31 December 2022.
- only available for the refinance of an existing home loan from another lender which settles by 31 March 2023, 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](#).

## Customer Contact Details

To ensure a hassle-free home loan application experience for your customers, please provide their email address and mobile phone number at the application stage. These contact details will be used to send loan documents to the applicant(s).



**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)

Or contact your ING  
Representative

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