



## Residential Update

### Service Levels



#### Purchase / Refinance

6 days

#### Pre-approval

13 days



#### Sales Support Unit

Average speed to answer: 3 minutes 17 seconds

### ING to end Refinance Cashback

ING's \$3,000 Home Loan Refinance Cashback for new refinance applications will be extended to 30 June 2023 and will not be extended after this time.

Full details of the offer will be available on 1 June 2023 and can be found [here](#).



### 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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**For the curious:** Information and interest rates are correct on the date of this communications and are subject to change. All applications for credit are subject to ING's credit approval criteria. Fees and charges apply. Any advice in this email does not take into account you or your customers' objectives, financial situation or needs and you should consider whether it is appropriate for you or your customers. Before making any decision in relation to our products, you and your customers should read the relevant Terms and Conditions booklet and fees and limits schedules available at [ing.com.au](http://ing.com.au). ING's Target Market Determinations are also available at our website. If you or your customers have a complaint please call 133 464 at any time, as we have procedures in place to help resolve any issues you, or your customer may have. Products are issued 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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