

Who can help me? Broker Support @ ING DIRECT



Did you know ...

ING DIRECT has a dedicated support team available to assist you with queries on loan applications between application and settlement. The Broker Support Unit is available for enquiries such as:

- Questions relating to loan approval conditions
- Escalation requests for deals outside of service levels
- Assistance with urgent approvals and settlements

To contact the Broker Support Unit, send an email to the address below and we will endeavour to respond within **two business hours**.

- NSW and ACT Brokers nsw.associates@ingdirect.com.au
- VIC and TAS Brokers vic.associates@ingdirect.com.au
- QLD Brokers qld.associates@ingdirect.com.au
- SA and NT Brokers sa.associates@ingdirect.com.au
- WA Brokers wa.associates@ingdirect.com.au

Your ING DIRECT Contacts:

<p>Business Development Manager</p>	<p>Broker Support Unit</p>	<p>Introducer Solutions 1300 656 226 introducer.ingdirect.com.au</p>
<p>Contact For:</p> <ul style="list-style-type: none"> • Loan Scenarios • Accreditation and Training Requirements 	<p>Contact For:</p> <ul style="list-style-type: none"> • Application to Settlement Enquiries • Escalation of urgent matters 	<p>Contact For:</p> <ul style="list-style-type: none"> • Loan Status Tracking • Website Password Resets

