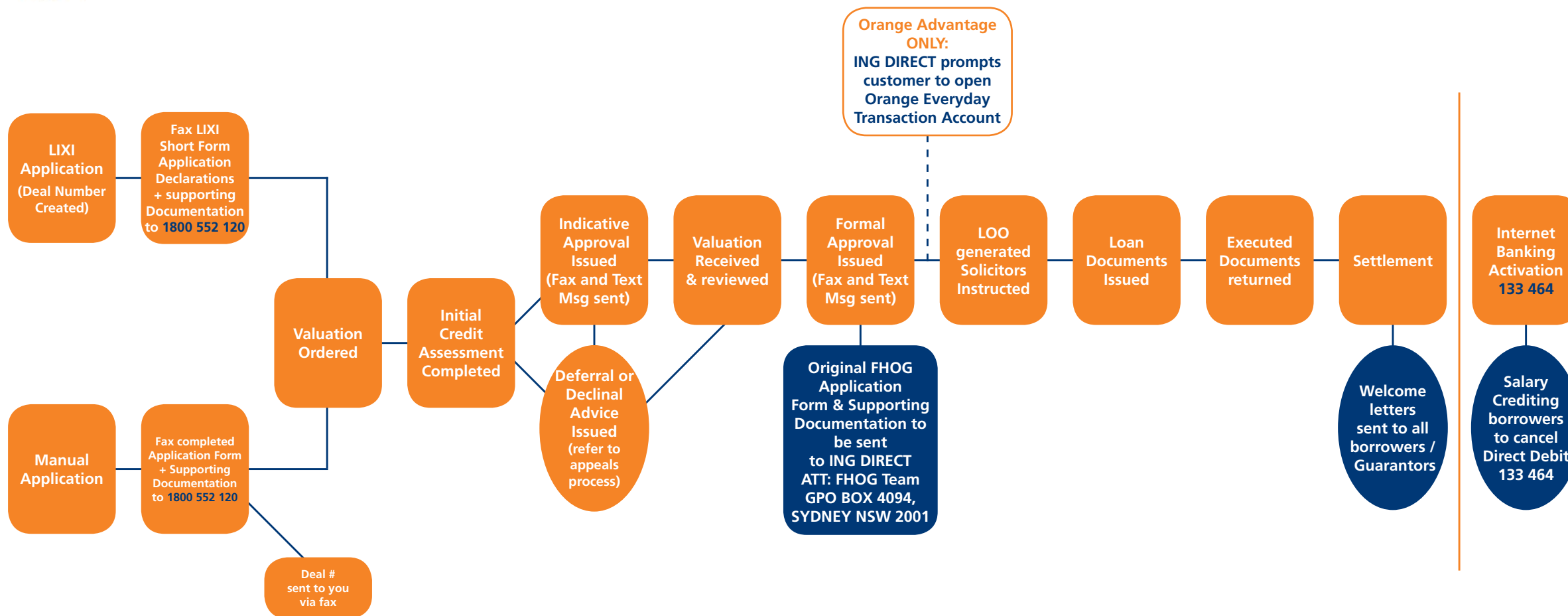




Loan Application Process





Loan Application Process



Loan applications can be submitted to ING DIRECT electronically via LIXI (the online application form) or manually by faxing through the completed loan application form with all supporting documentation.

LIXI / Apply Online

- Broker to complete all relevant fields on the application
- In the event of an error do not re-submit, please check with your BDM for the next steps
- Provide a brief summary in the comments fields of the application including support notes for all applications

NOTE: If SmartPack applies, please complete relevant section online

FAX

- Fax signed declarations and Identification documents
- Fax all supporting documents

NOTE: Deal number must be noted on the fax header ('LIXI Supporting Document Header')

VALUATION

- Valuation is automatically ordered upon receipt of application (If applicable)
- If a second valuation is required or the fee is >\$200, please complete a 'Credit Card Authority Form' (found on section 14 of loan application form)

INITIAL CREDIT

- Once assessment is successful ING DIRECT will issue indicative approval including conditions required for unconditional approval
- Indicative approval is issued via fax (via email for electronic applications)
- If loan approval is deferred or declined, please refer to your BDM

VALUATION RECEIVED and FORMAL APPROVALS

- Indicative conditions satisfied and valuation received approved
- Formal approval is issued
- Declined advice issued (refer to appeals process)

NOTE: If FHB original FHOG application and supporting documents must be supplied to ING DIRECT a minimum of 10 days prior to settlement

SETTLEMENT

- Upon settlement, welcome pack is sent to all borrowers confirming loan details
- Activate internet banking – borrowers are to call 133 464 with their CIF to speak to a Direct Associate to activate
- If borrowers wish to salary credit, they should call 133 464 to cancel their direct debit. This can be done online if/when the customer is registered for online banking

Important Information: Information is current as at 28 May 2010 and is subject to change.