



Hi,

At ING, we know brokers are at the heart of our success.

That's why we would like to invite you to take part in a short, **10 minute** survey about the **Mortgage Application experience**. Your feedback is crucial to shaping our offering and we'd love to hear your thoughts on how ING can improve the application process to better support you.

We would like to hear from both **Brokers** and **Support Staff** who help with mortgage applications, so we'd appreciate if you can please also forward this email to any Support Staff so they too can complete the survey.



Length
10 mins



Topic
Mortgage
Application



Close Date
Monday 16th
Sep

[Brokers, please click here](#)

[Support Staff, please click here](#)

Rest assured, your responses will remain anonymous and the results will be viewed in aggregate.

Your input will help shape a smoother and more efficient home loan application journey, ensuring we continue to support your business effectively.

Thank you for participating and we greatly appreciate your time and effort.

If you are unable to click the link, please copy and paste the full URL below into your browser:

https://www.theorangeunderground.ing.com.au/ConnectAPIGateway/Landing/ExternalWelcome/ExternalPanelistWelcome?PARAMS=defccc4f762b4a56a8c85bd511002d9a_24

Regards,

The ING Team

If you have any questions about this survey, please go to ing.com.au/contactus.

If you require any survey support, please e-mail surveys@ingcx.com.au.

This research is being conducted by Platform One (to view Platform One's privacy policy [click here](#)) on behalf of ING, a division of ING Bank (Australia) Limited (ABN 24 000 893 292, AFSL 229823) 60 Margaret St, Sydney, NSW 2000.