



mortgage discharge request form

To: ING DIRECT

Securities Department

GPO Box 4094

Sydney NSW Australia 2001

Fax: (02) 9028 4746

Please mail or fax your completed Mortgage Discharge Request to ING DIRECT at the address above.

ING DIRECT requires a minimum of 10 business days notice to discharge a mortgage. If you need the discharge to be effected within 10 business days of receipt of this form, we will make every effort to make it happen.

Step 1 Borrower and security property details

Borrower(s) name(s)

First name	Middle initial	Surname
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

Company name

ACN/ABN

Loan Account Number(s)

Loan Account Number(s)

Security property details to be released

Registered proprietor(s) (owner(s))

Unit number Street number

<input type="text"/>	<input type="text"/>
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Street name

Suburb

State Postcode

<input type="text"/>	<input type="text"/>
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Registered proprietor(s) (owner(s))

Unit number Street number

<input type="text"/>	<input type="text"/>
----------------------	----------------------

Street name

Suburb

State Postcode

<input type="text"/>	<input type="text"/>
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Anticipated settlement date: (DD/MM/YY)

<input type="text"/>	/	<input type="text"/>	/	<input type="text"/>
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(please note this is subject to confirmation from ING DIRECT)

Registered proprietor(s) (owner(s))

Unit number Street number

<input type="text"/>	<input type="text"/>
----------------------	----------------------

Street name

Suburb

State Postcode

<input type="text"/>	<input type="text"/>
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Registered proprietor(s) (owner(s))

Unit number Street number

<input type="text"/>	<input type="text"/>
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Street name

Suburb

State Postcode

<input type="text"/>	<input type="text"/>
----------------------	----------------------

Anticipated settlement date: (DD/MM/YY)

<input type="text"/>	/	<input type="text"/>	/	<input type="text"/>
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(please note this is subject to confirmation from ING DIRECT)

Step 2 Reason for discharge (tick as required)

Sale of property

Refinance:

The lender, I/we will be refinancing with is:

I/We request you to liaise directly with the refinancier regarding settlement.

Clearing debt from own funds

Step 3 My solicitor/conveyancer/financier

The contact details of my agent/solicitor/conveyancer/financier authorised to receive the executed discharge(s) of mortgage and certificate(s) of title for the security property(ies) detailed above are:

Name of firm

Unit number

Street number

Contact name

Street name

Telephone

Suburb

Fax

State

Postcode

Step 4 Surplus funds

If completing this section, you must post original copies of this form.

In the event ING DIRECT receives funds at settlement in excess of the amount required to discharge the loan account(s) you have specified and any other loans, amounts or obligation secured by the security property(ies), ING DIRECT will return the surplus funds to you within 10 business days of settlement.

Please select how you would like to receive any surplus funds:

Send to existing direct debit account

Send by bank cheque

Send to new direct debit account
(please provide account details and post an original copy of this form)

Bank

BSB number

Account number

In the name of

Signed (holder of the account)

Signed (holder of the account)

Dated (DD/MM/YY)

Step 5 Post Settlement contact details

Please amend contact details for the following borrower(s) and/or guarantor(s)

Is your post settlement address different to your existing mailing address?

No Yes (please provide new address)

Unit number

Street number

Street name

Borrower/Guarantor's name

Suburb

My/Our contact phone number post settlement

State

Postcode

Step 6 Direct Debit Request (Professional SHL and Lo Doc Line of Credit accounts only)

To be completed by the holder of the account to be debited.

I/We, by signing this section request and authorise ING DIRECT (User ID 028241) to debit my/our account described below with any amounts which are charged to any nil interest Visa account forming part of the loan account(s) nominated above, after cancellation of the loan account(s), through the Bulk Electronic Clearing System.

I/We understand and acknowledge that this Direct Debit Request is governed by the attached Direct Debit Request governed by the attached Direct Debit Service Agreement.

Bank

BSB number Account number

In the name of

Signed (holder of the account)

Signed (holder of the account)

Dated (DD/MM/YY)

 / /

Step 7 Declarations and acknowledgements

I/We, the borrower(s) request ING DIRECT to prepare the discharge(s) of mortgage in relation to any security affecting the security property(ies) described above in preparation for settlement on the anticipated settlement date requested above. I/we understand that ING DIRECT will confirm the settlement date after this Mortgage Discharge Request has been processed. By signing below the guarantor(s), if any, of the loans affected by the discharge(s) of mortgage acknowledge and consent to discharge(s) of mortgage.

I/We, the borrower(s) named above:

- Authorise ING DIRECT:
 - To disclose any information about my/our account(s), including payout figures, to my/our agent or solicitor, or any other lender I am/we are refinancing with as necessary to process this Mortgage Discharge Request; and
 - To give the executed discharge(s) of mortgage and Certificate(s) of Title to my/our agent/solicitor whose details are above (in section titled "My solicitor").
- Agree to pay the amount I/we owe ING DIRECT in relation to the above loan(s) (and other loans or obligations secured by the security property(ies) in full, and any outstanding fees and charges payable in accordance with the terms and conditions of the loan account(s), on or before the anticipated settlement date requested above.
- I/We understand that if I/we have a fixed loan these fees and charges may include break costs.
- Understand that if any error has been made in calculating the settlement amount that I/we/the company is/are liable for any amount outstanding.
- Authorise ING DIRECT to apply funds received at settlement in its absolute discretion to the loan account(s) detailed above any other loans or obligations secured by the security property(ies).
- Understand and acknowledge that I/we are liable to pay any amounts outstanding under the terms and conditions of the loan(s) even if ING DIRECT discharges any mortgage it holds over any of the security property(ies).

- Agree to cancel any direct debit authorities, direct credit authorities or other standing arrangements in relation to the above loan account(s)/VISA cards with effect from no later than 10 business days before the anticipated settlement date.
- Agree that at least 10 business days prior to my/our discharge date, that I/we phone the contact centre on 133 464 available any time, 24 hours a day, seven days a week and advise them to cancel all the VISA cards linked to the above loan accounts.
- Agree to destroy any VISA cards, unused cheques and deposit slips issued by ING DIRECT in relation to the above loan accounts.

Authorisation by All Borrowers/Guarantors/Mortgagors

Signature

Name

Dated (DD/MM/YY)

 / /

Signature

Name

Dated (DD/MM/YY)

 / /

Signature

Name

Dated (DD/MM/YY)

 / /

Signature

Name

Dated (DD/MM/YY)

 / /

Step 8 Direct Debit Request Service Agreement

This Direct Debit Request (DDR) Service Agreement is issued by ING DIRECT

Please direct all enquiries about your direct debit arrangement to the ING DIRECT Customer Service Centre on 133 464 available any time, 24 hours a day, seven days a week.

1. Our commitment to you

- ING DIRECT will give you at least 14 days notice in writing if there are changes to the terms of the drawing arrangements shown in your DDR.
- ING DIRECT will keep information relating to your nominated financial institution account confidential, except where required for the purpose of conducting direct debits with your financial institution.
- Where the due date for a drawing is not a business day, ING DIRECT will draw from your nominated financial institution account by the following business day. If you are uncertain as to when a drawing will be processed by your nominated financial institution you should initially contact that financial institution.

2. Your commitment to us

- Ensure that your nominated account can accept direct debits. If in doubt, refer to your financial institution.
- Ensure that there are sufficient clear funds available in your nominated account to meet each drawing on the due date. If there are insufficient funds in your nominated financial institution account to enable a drawing to be made, any amount debited to your account in anticipation of that drawing being made will be reversed. A fee may apply to drawings which are dishonoured, in accordance with the terms and conditions of your ING DIRECT account.
- Advise us if your nominated account is transferred or closed, or the account details change.
- Arrange a suitable alternative payment method if the drawing arrangements are cancelled.
- Ensure that all account holders on the nominated financial institution account sign the DDR.
- Ensure that the authority given to us to draw on your financial institution account is consistent with the account authority or signing instructions held by your financial institution for that account.

- Check your nominated financial institution account details against a recent statement from the financial institution where it is held. (Please check with your financial institution if you are uncertain).

3. Your rights

- Subject to the terms and conditions of your ING DIRECT account, you may alter the drawing arrangements. Such advice should be received by us at least 5 working days before the draw date by contacting the ING DIRECT Customer Service Centre on 133 464. You may alter the drawing arrangements:
 - to stop an individual drawing
 - to defer an individual drawing
 - to suspend future drawings
 - to alter the drawing arrangements in any other way
 - to cancel the drawings completely
- We will, however, process the changes earlier, if possible.
- Where you consider that a drawing has been initiated incorrectly, you should contact the ING DIRECT Customer Service Centre on 133 464 available any time, 24 hours a day, seven days a week. If you are not happy with our response you can address a formal complaint with the envelope marked 'Notice to Complaint' to the ING DIRECT, Customer Support, GPO Box 4094, SYDNEY 2000.

4. Other information

- The details of your drawing arrangements are in the Direct Debit Request attached.
- ING DIRECT reserves the right to ask that instructions from a customer to stop or in any way alter drawing arrangements are provided in a written, verbal or electronic form.
- ING DIRECT reserves the right to cancel drawing arrangements if three consecutive drawings are dishonoured by your nominated financial institution, and to arrange an alternative payment method with you.
- Your drawing arrangements are governed by the terms and conditions of your ING DIRECT account.

Note: you may wish to take a copy of this agreement for your own records.