SettleIT

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Frequently Asked Questions

Q: How is SettleIT different to a standard settlement I would book in with InfoTrack?
A: Traditionally, you would provide InfoTrack with all relevant information to manually attend settlement on your behalf. SettleIT allows InfoTrack to act on your behalf for a manual or electronic settlement. We complete all the administrative roles of the settlement while you continue to approve everything and provide professional services to you client.

Q: When can I book my SettleIT service in?
A: Usually clients will place their order with SettleIT once the contract is unconditional. However, as our fee is deducted only once the settlement occurred, you can place your order any time prior to unconditional exchange as well.

Q: How will I know if I need to complete an action in SettleIT?
A: You can see any settlements that require your action in the SettleIT dashboard, and we will also send you an email to let you know when something is ready for you to review and approve.

Q: How will I know when I need to approve an action?
A: You will receive an email notification advising you what action is required. This is also visible on the SettleIT dashboard.

Q: How do I approve actions?
A: To approve an action, simply click into the settlement workspace and you will be directed to the required action. Review the item and, if correct, press the confirm button. You can also approve with DocuSign without login in by clicking the "Review and approve now" button on the email notification you will receive.

Q: What if I need to urgently stop the settlement?
A: There is a Stop action button on the workspace. Pressing this freezes the transaction with InfoTrack and we will contact you by phone to get advice on how to proceed.

Q: If the transaction is electronic, can I see the ELNO workspace?
A: No, the workspace will sit within InfoTrack's ELNO account and we keep you up to date in the InfoTrack workspace, saving you having to jump between systems to keep on top of your settlements.

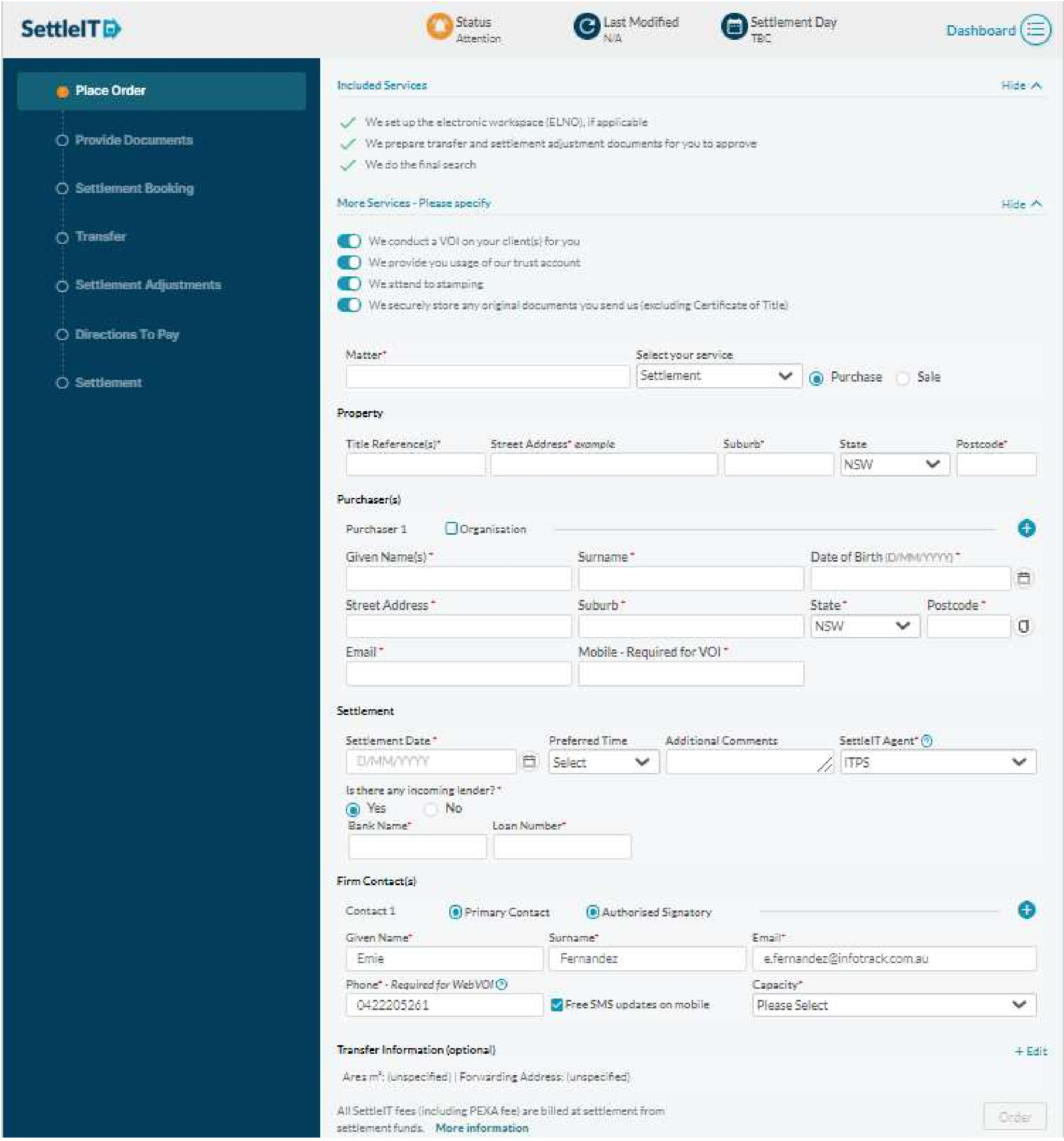
Q: Do you have insurance?
A: Yes, InfoTrack has an incorporated legal practice called InfoTrack Property Services which holds all relevant indemnity insurances. InfoTrack also holds a cybercrime insurance policy.

Q: Can I pick and choose the actions I want you to complete?
A: If there are items you would prefer to provide upfront instead of InfoTrack completing them for you, you can provide these to us. The price for the service will remain unchanged and if we don't receive the information upfront, we will continue to work on these items.

How to order

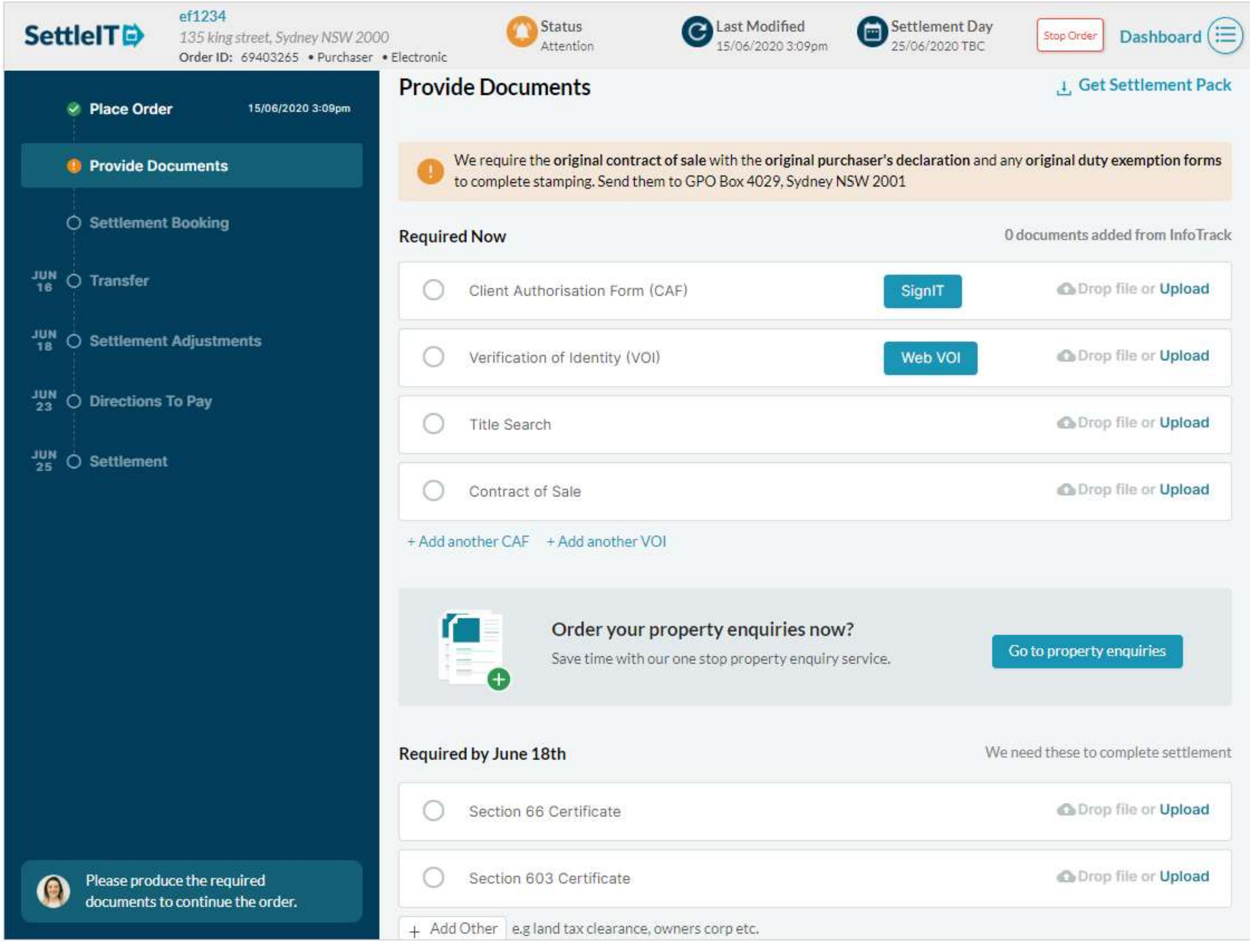
Searches > State > Settlements, Stamping & Lodging > SettleIT

1. **Enter your matter number.**
2. **Complete the settlement details.**

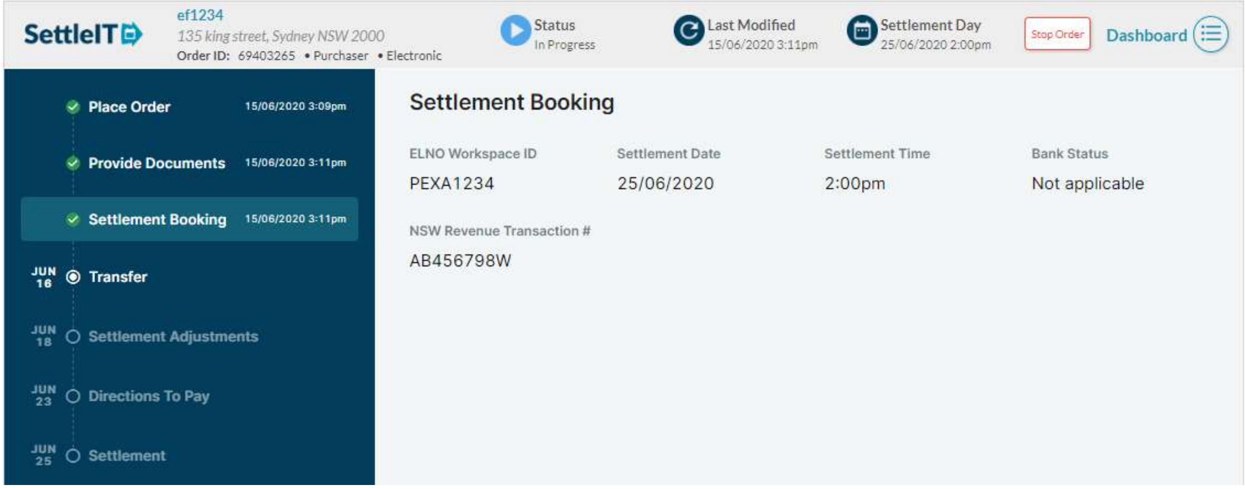


3. **Click Order.**
   Please note: The left-hand workflow panel will indicate where in the process your SettleIT agent is and if any actions are required by you. The actions required by you will vary depending on if the matter is a sale or a purchase. You will receive emails when you are required to action an item.

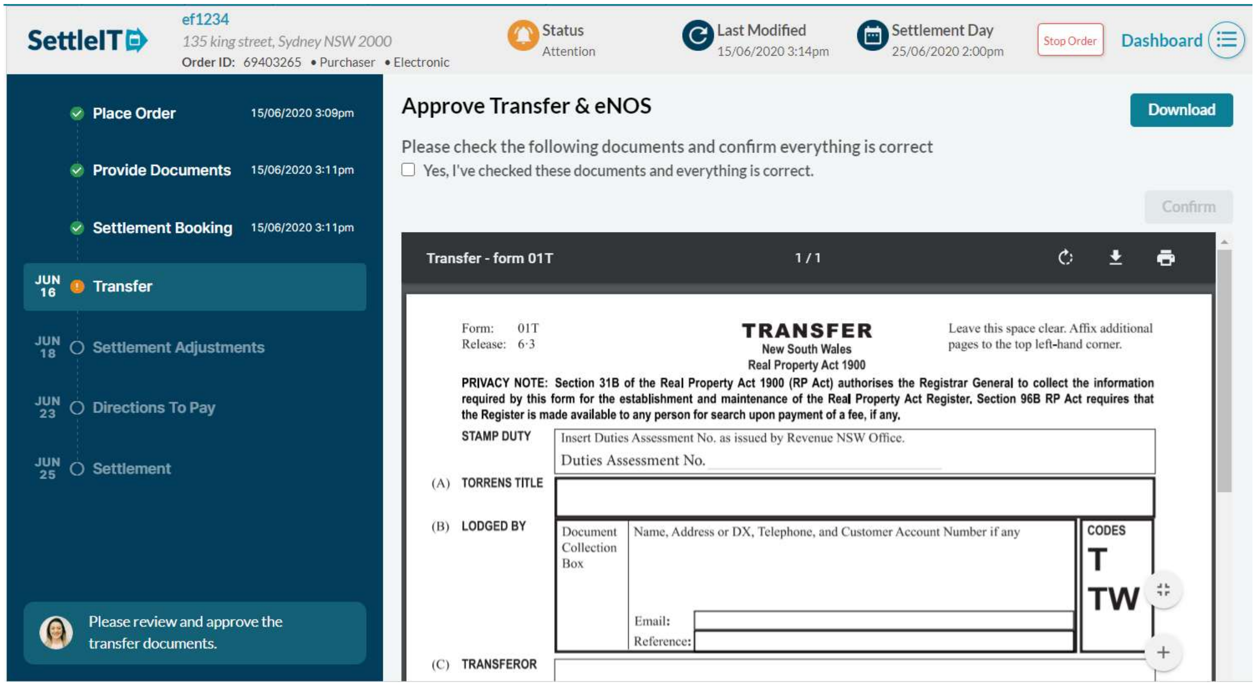
4. **Provide required documents** noting that some documents are required before we can begin work on your file. You can also begin the VOI and CAF signing process from this screen.
   Please note: There are specific requirements for the VOI and CAF when transacting through SettleIT that may vary from your standard practice. Please refer to the FAQ section of this guide for more information.



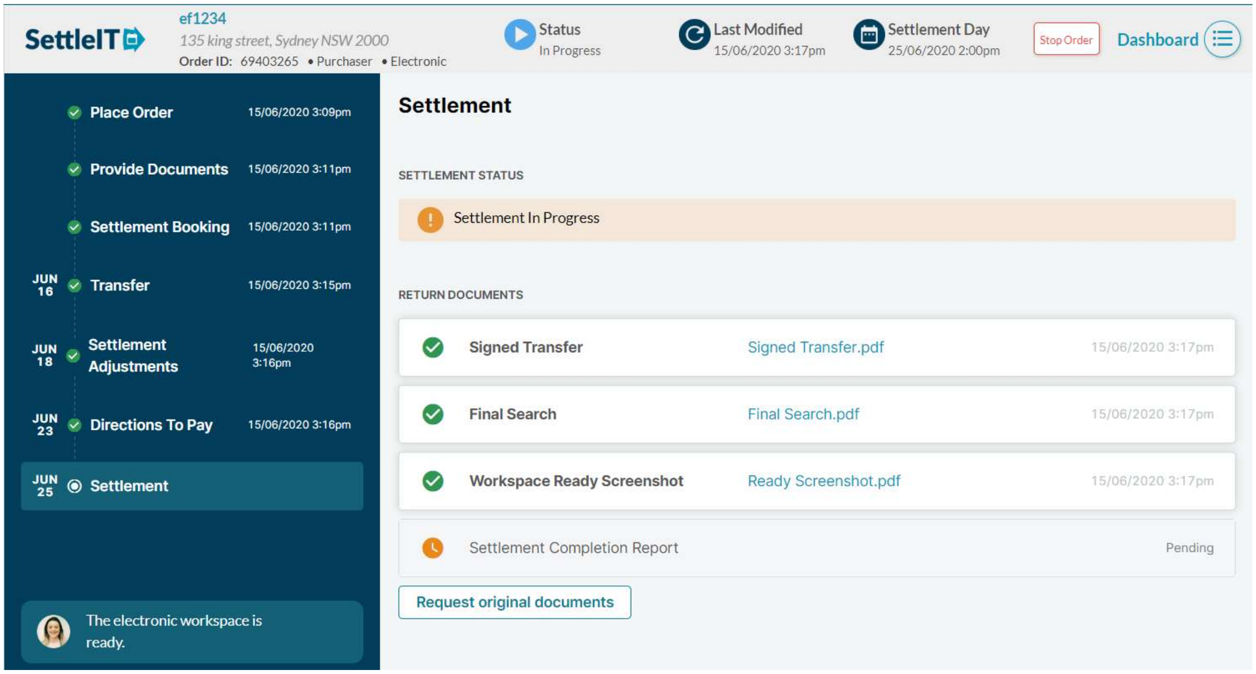
5. **Once your SettleIT agent has reviewed the documents you have provided, and can proceed with the settlement booking, you will be notified that the workspace has been created and the relevant banks invited.**



6. **Approve required documents / figures / directions.** Dependant on if you matter is a purchase or sale, there will be different steps that require your approval. When approval is required, you will receive an email for you to enter the SettleIT workspace.
Please note: If your approval on these steps is not received, your settlement can not move forward.



7. **You will receive notifications as the settlement progresses.**



8. **Upon completion, any original documents will be returned to you.**