

Leonie and Andrew Jarrett

Solicitor & Principal and Managing Director,
First Class Legal

Paving the way to a digital future



As a Victorian legal firm with a very large conveyancing practice, First Class Legal has a team blended with a wide range of experience, expertise and qualifications. The team comprises talented and enthusiastic solicitors and paralegals. At the helm of First Class Legal are Leonie and Andrew Jarrett.

The waiting game

There hasn't been much change in the way a Section 32 is prepared for decades, and Leonie and Andrew had long been frustrated with how time consuming the process was for their team. Any time they had to prepare a Section 32 without agent involvement, they'd have to send it through to their client in the mail and wait for it to come back signed, all before they were able to even think about forwarding the Contract of Sale and Section 32 on to the purchaser's representative.

Considering how slow the mail can be these days, coupled with the drawn out process of the vendor reviewing and mailing back documents this could sometimes mean a 2 or 3-week delay in getting the final signed copy of the Section 32 back out to the purchasers. These types of delays gave purchasers the opportunity to get cold feet and back out of the purchase altogether.

Where there was an agent involved, the First Class Legal team would have to first forward the unsigned document through to the agent who would then have to arrange an appointment for the client to come into the office to sign the documents. Sometimes they'd even have to arrange a time to go out and meet the client at their home – it was a lot of running around and waiting, and it could take weeks from start to finish.

Taking the leap to electronic

First Class Legal was delighted to be one of the first legal firms to use InfoTrack's Section 32. What used to take in some cases weeks now is quite literally a 15-minute job and a standard Section 32 can be prepared very quickly. Once the team receives the required information, it's just a matter of putting the Section 32 together and emailing it off to the client for signature with the click of a button.

“ We can now prepare and send our Section 32's in 15 minutes – it's that easy. We can order the Section 32, searches and certificates in a few clicks and have the ability to edit, import additional documents and combine everything into one pdf. The process has never been simpler!



An easier way for everyone

First Class Legal started using InfoTrack's electronic Section 32 and SignIT in June 2016 and they couldn't be happier. Their clients and the agents they deal with were just as excited by the idea of receiving the Section 32 electronically because it has meant an increase in efficiency for them and makes everyone's lives easier - which makes it a great selling point for First Class Legal too. They can now attend to files due for settlement and invest more time in client relations.

The benefit to an overseas client is also enormous as First Class Legal can now send them the document and have them sign and return it via e-mail- the process has never been so effortless.

The agents that First Class Legal work with are also seeing the benefits because it's increasing their efficiency and allowing them to close deals quicker - and where they're dealing with a nervous buyer, the quicker the documents are signed the better.

“ This new technology is increasing efficiency and quite simply making everyone's lives easier from practitioners through to clients and agents. ”



A digital future

This move into electronic contracts is a welcome change to the team's workflow, and it's just the start to streamlining the entire First Class Legal conveyancing process. Leonie and Andrew have already had agents requesting to do Section 32s electronically and plan to move forward with electronic signing of contracts too.

“ It's much more efficient and it's the way of the future. InfoTrack is helping us to get there. ”



First Class Legal provides professional conveyancing and legal services throughout Victoria. They ensure their clients have peace of mind and a smooth transfer of title throughout the buying or selling process.



About InfoTrack

InfoTrack is an award-winning Australian technology company that is helping professionals move into the digital age. We create intuitive tools for both professionals and consumers that enable you to find, analyse, organise and communicate information more efficiently and effectively. We build simple technology that makes your life easier.

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