



InfoTrack 

The definitive guide to navigating e-Conveyancing in Australia

SUPPORTED BY  PEXA

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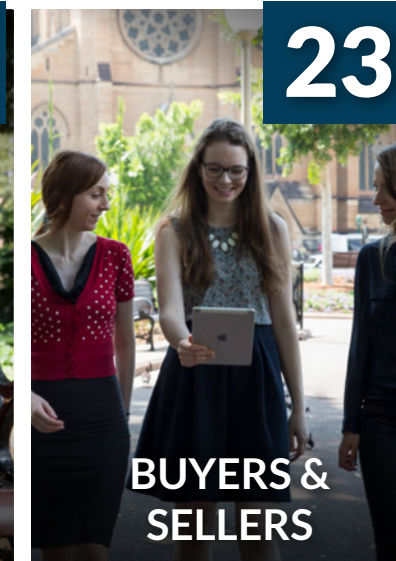
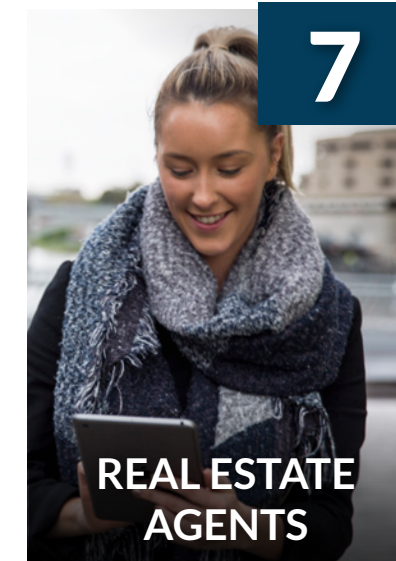
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John Ahern
CEO, InfoTrack

FOREWORD

State Governments across Australia have released detailed plans to phase out paper-based conveyancing and accelerate the transition to electronic property transactions. To date \$50 billion dollars' worth of property value has been successfully transacted electronically through PEXA.

InfoTrack, PEXA and a panel of industry advisors have been travelling across Australia since early 2017 with the Conveyancing Transformed Roadshow to explain what e-Conveyancing means for conveyancers, solicitors, financial institutions, real estate agents, developers and mortgage brokers.

While practitioners arrive to the roadshows with different questions and concerns, every single participant responds to the demonstration with "Is that all there is to it? Even I can do that". They're surprised by the simplicity of the process and there has not been one person who thinks it's too hard or that they can't do it.

The industry is beginning to understand that digital property exchange is not all there is to e-Conveyancing; in fact, it is just the final step.

End-to-end electronic conveyancing begins from the moment a file is opened and is made up of 4 parts: verification of identity, electronic contracts, electronic signing and electronic settlement on PEXA. While the first end-to-end electronic exchange of property was completed in NSW in 2016, the current 'phasing in' stage means all parties can begin using elements of the system now to ensure they are fully capable and comfortable in the next few years. Of great comfort is the fact that you don't need to adopt every single part of the end-to-end process immediately.

e-Conveyancing has wide ranging benefits for every party to the process:

- real estate agents lock in deals quicker and with a better customer experience
- lawyers and conveyancers save time and costs, and provide a more flexible service to their clients
- mortgagees enjoy speedier exchange and easier refinancing

- property developers can streamline large projects online
- vendors and purchasers save time and have more flexibility and transparency during the process

We understand that it can seem overwhelming to understand what you need to do to build your digital capacity, but many firms have already successfully begun the transition with over 4,000 firms signed up for PEXA and over 100,000 e-Contracts created- and we want to help you do the same.

We have created this step-by-step guide outlining how you can get your business on board. Please skip to the chapter relevant to your business and we'll help you understand how to get involved and make it work for you.

- John Ahern, CEO, InfoTrack

A note from PEXA

The unprecedented level of interconnectedness shared by members of Australia's e-Conveyancing community is testament to the incredible work of the land registries, financial institutions, legal and conveyancing peak bodies and partners such as InfoTrack in moving the industry towards a 100% digital future.

It's extraordinary to reflect on the past few years and the breadth of industry-led change we've witnessed to get to this point. From the introduction of legislation to enable property transactions to be completed electronically through to updates to the Contract of Sale, the dawn of digital verification of identity options and the launch of e-contracts, the industry has truly come together in support of a digital future.

- Marcus Price, CEO, PEXA



Real estate agents lock in deals quicker and with a better customer experience.

Chapter one

REAL ESTATE AGENTS

Being in the property industry for 40 years owning a successful agency and working as President of the Real Estate Institute NSW, I have seen many changes in the marketplace but the emergence of e-Conveyancing is the biggest change in the real estate sector in the last 150 years. In the same way the ASX changed the way we buy and sell shares, electronic conveyancing has revolutionised the way we buy and sell property.

Importantly e-Contracts and electronic signatures have been tried and tested. Property lawyer Claire Martin from Kreisson in Sydney made Australia's first paperless property transaction in Australia using InfoTrack's eCOS and SignIT to sell her Dee Why apartment. Using PEXA and the InfoTrack platform, the sale proceeds were deposited in Claire's nominated bank account within moments of completion.

Similarly, Mark Morgan a senior partner with Colin Biggers & Paisley made history in September 2015 when he launched the country's first fully fledged e-property contract system at the auction of 31

residential land lots in Sydney – again a major milestone in the revolution of the way property is bought and sold in Australia.

As every real estate agent is aware, the preparation, exchange and settlement of a paper contract exposes agents, vendors and purchasers to errors that can occur through missing pages, lost contracts in transit, or human error as one hand written mistake in a paper contract could make a potential sale null and void. By generating these documents online, properties can be bought and sold instantly using technologies that allow electronic signing from anywhere in the world and simultaneous settlements digitally allowing commissions to be paid more efficiently eliminating the chance for error and strengthening the legal process. No printed pages are created and the document is saved automatically throughout the entire process. The time taken to 'gear up' for a sale project is reduced by days if not weeks. Couriers, photocopying and geographic inconveniences are eliminated.

By law real estate agents are required to keep contracts of sale for at least seven years. Every Australian real estate agency has a storage facility full of paper, which needs to be shredded and disposed of confidentially after the seven-year period expires. e-Contracts can be stored in the cloud forever and always easily accessible.

e-Conveyancing and e-Signing are changing the way we do business. I have no doubt that those who embrace them will deliver a better, more efficient client service and will be rewarded accordingly.

- John Cunningham, President Real Estate Institute (NSW)



THE WHY

The introduction of e-Conveyancing is transforming the property exchange process across Australia.

Perfect Portal enables real estate agents to generate a conveyancing quote in less than a minute via the web quote calculator.

As real estate agents know, time is of the essence when it comes to quotes. The faster you can provide a prospective vendor or purchaser with a conveyancing quote, the higher the chance of it progressing to an instruction and securing the transaction. It also appeals to the growing markets of younger purchasers who prefer to transact online and with offshore parties.

e-Contracts also save hours of running around from suburb to suburb carting paper contracts and collecting signatures, or couriers contracts interstate or internationally, as both purchasers and vendors can sign electronically from wherever they are in the world. e-Contracts also offer less

room for error with no extra pages of handwritten special conditions, or missing pages, so the sales process is smoother.

Financial settlement and lodgement of land registry documents can now be completed online with Australia's official online lodgement and settlement platform PEXA, achieving greater efficiencies, increased security and an improved customer experience for buyers and sellers.

Profits and commission can be realised quicker with commission paid as cleared funds out of financial settlement in some jurisdictions as a direct disbursement.

THE HOW

- Familiarise yourself with the e-Conveyancing process and the benefits it can offer your clients.
- Collaborate with your local law firms and conveyancers so that you can obtain a conveyancing quote via InfoTrack's Perfect Portal in a matter of minutes for a potential seller or buyer.
- Offer prospective sellers and buyers e-Conveyancing options to fast track and secure a transaction. From an – 'opt-in-opt out' eContract option to a full digital experience from contract to exchange.
- Market the benefits of e-Contracts and your ability to generate conveyancing quotes in a matter of minutes to positively differentiate your agency.
- Generate quotes for prospective clients, whether they are working in the office or are using a mobile device while on the move.
- Analyse the number of quotes and conversions being generated by agents in your office.
- Organise your bank to receive electronic transfers of commissions.

THE WHERE



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Chapter two

LAWYERS AND CONVEYANCERS

I recall being at the OSR doing settlements the day before GST was coming in in 2000 and it was absolute chaos. There were people screaming and climbing over each other, with papers and cheques going everywhere. There just had to be a better way. At the time, there were rumours that electronic settlements were going to come in and about a decade later of trial and error we finally got there, so it's only going to get better from here on in. Like when the ASX changed from chalkies to online trading; it takes time but eventually it will become the norm.

After a client of mine in Sydney purchased a US property through an electronic contract in early 2015, I decided to write my thesis on the impact of technology in conveyancing. Through that research and having also experienced e-Conveyancing from the multiple perspectives of a lawyer, a vendor, and a purchaser I believe it's a 'no-brainer' for firms especially when we are dealing with the new generation of buyers and sellers who want instant results.

The introduction of seamless integration between InfoTrack and PEXA is a massive key to productivity for any firm. The time and cost savings are incredible whether it's a large firm working on huge developments or the country lawyer who can expand his service exponentially geographically and increase profits and productivity from his/her desk.

- Claire Martin, Solicitor & Head of Property, Kreisson

Right now, we have the time to pick and choose how to go digital at our own pace. We started our e-Conveyancing journey as a PEXA subscriber, then we began using IDfy VOI followed by e-Contracts and then we finally took the leap to e-Signing when the right opportunity arose. We didn't go paperless all at once and adopted the technology at a pace that suited our firm. We knew that we could go back to paper whenever we wanted and wouldn't be trapped in a digital bubble.

But to be honest once you try it, you probably won't go back to paper! It's truly a liberating process - you'll be surprised by how easy it is and how much of the tedious work it eliminates. Time-wise you'll save hours - there's only one version of the contract and no need to print, scan, mail, etc.

e-Conveyancing has not only streamlined our workflow, but provided a point of difference for us. We can now cater to younger clients looking for digital services and we're not restrained geographically since everything can be done online.

- Elise Goura, Licensed Conveyancer, East Coast Conveyancing

Lawyers and conveyancers save time and costs, and provide a more flexible service to their clients .

THE WHY

There are enormous benefits to the legal profession from moving into e-Conveyancing whether it is just part of the process or the full end-to-end solution. You can now move the client from their first meeting to verifying their identity, enabling all searches, compiling documents, lodging and adjusting them, electronically signing of contracts and settling financially all online, with the reduced costs, delays, errors and increased transparency that brings.

It's a real game changer for the profession, not only will professionals save time and increase efficiency, it is also a service that the client can easily appreciate the value of in the most important ways to them – time and convenience. It will also allow lawyers and conveyancers to name a fixed price for the job and to be very confident that the price will match the work required.

Another cost benefit is that most of the e-Conveyancing costs are a disbursement rather than a time cost, increasing both value for money and profit and improving the disbursement recovery rate.

In addition, e-Signatures provide even more assurance that the document was signed by the correct person as they capture meta data showing where and when it was signed, and the ID of the device it was signed on.

In the electronic process, online document checks ensure documents are validated prior to lodgement, relevant documents are lodged instantly with the Land Registry, electronic caveats are lodged or withdrawn in real time and cheques or paperwork cannot be lost, giving peace of mind and greater certainty to all parties.

Certainly, for Australian practitioners working outside of capital cities, the potential to extend their reach, client base and productivity is enormous.

THE HOW

- Familiarise yourself with the e-Conveyancing process and the benefits it can offer your clients and understand the legislated e-Conveyancing compliance dates for your State.
- Speak to your practice management system provider about integrating e-Conveyancing and PEXA into your workflow, tailoring where necessary.
- Register to use the PEXA system and designate staff members for the various roles required within the PEXA system such as managing the firm's digital credentials.
- Contact InfoTrack and PEXA for complimentary training on any part of the e-Conveyancing process.
- Understand the industry standard for each step of the process including verification of identity, client authorisations, digital signatures and electronic certificate of title.
- Expand your online use to cover electronic verification of identity, all searches, compiling, lodging and adjusting documents, developing contracts for sale, signing contracts, approving settlement dates and lodging, and financially settling on PEXA.
- Speak to your real estate associates and clients about your e-Conveyancing options and the benefits to them and their clients.
- Market the benefits of e-Conveyancing and your ability to generate conveyancing quotes in a matter of minutes to positively differentiate your firm among prospective and current clients.
- Use end-client systems such as InfoTrack's Perfect Portal to create a personalised conveyancing portal showing buyers, sellers or developers real-time progress and a clear timeline on their smartphone or mobile device.

THE WHERE

PERFECT  PORTAL

www.perfectportal.com.au

InfoTrack 

www.infotrack.com.au

 PEXA

www.pexa.com.au

Chapter three

MORTGAGE BROKERS

As a national Law Company, we've been servicing the mortgage industry across Australia for over 30 years by providing mortgage documentation and settlement services to funders, mortgage managers and originators. e-Conveyancing is truly revolutionising home loans with new generation VOI, electronic signing and settlement.

Not only has VOI gone digital for brokers, mortgage documentation and settlement are also online allowing for faster and more efficient transactions than ever before.

- Sam Makhoul, Managing Director, MSA

Legislation requires brokers and lenders to take reasonable steps to verify the identity of their borrower and there are a number of requirements that need to be met. VOI apps like IDme and IDfy allow you to complete a VOI on your smart phone or tablet and guide you through the requirements to help you stay compliant.



Mortgagees can conduct Verification of Identity from the comfort of their office.



THE WHY

e-Conveyancing is currently live in five States and is a collaboration between financial institutions, Land Registries, peak bodies such as the Law Society and Australian Institute of Conveyancers and the Reserve Bank of Australia (RBA). Over 115 financial institutions, including the four major banks, are PEXA ready.

A win-win for both the consumer and the professionals involved in property exchanges, e-Conveyancing allows for a much speedier exchange of property in a more convenient process and faster refinancing of mortgages. Removing traditional geographical or time barriers, the electronic process gives greater transparency, certainty and ease to all parties involved.

Brokers and mortgagees can be sure that the process is consistent, secure, and fully compliant with a regulatory framework developed by the Australian Registrars' National Electronic Conveyancing Council (ARNECC), under which PEXA operates.

Real-time lodgement of electronic registry documents with pre-lodgement verification coupled with direct access to land registry data significantly speeds up the process and greatly reduces errors.

Online tracking provides transparency and peace of mind by providing regular updates during each stage of the e-Settlement process.

Current online transactions that are available include lodgement of mortgages and discharge of mortgages, lodgement and withdrawal of caveat; and lodgement and financial settlement of refinances, transfers and linked 'simultaneous' settlements as well as Priority Notices.

THE HOW

- Familiarise yourself with the e-Conveyancing process and the benefits it can offer your clients and understand the legislated e-Conveyancing--compliance dates and land registry changes for your State.
- Understand the industry standard for each step of the process including verification of identity, client authorisations, digital signatures and electronic certificate of title.
- Where eligible, you can register to perform your own transactions as a principal subscriber and/or use panel representative subscribers (lawyers and conveyancers) to act on your behalf. You may also use a third-party processor (sub-contractor) to act on your behalf.
- Obtain the training you and your organisation need on any part of the process – either from a third-party provider like InfoTrack or from PEXA.
- Collaborate with your local law firms and conveyancers so that you can obtain a dual-branded conveyancing quote via InfoTrack's Perfect Portal in a matter of minutes for a potential seller or buyer.
- Market the benefits of e-Conveyancing and your ability to generate conveyancing quotes in a matter of minutes to positively differentiate your organisation.
- Generate quotes for prospective clients, whether they are working in the office or are using a mobile device while on the move.
- Request call-backs to prospective clients.
- Improve your relationships with referring and non-referring real estate agents.
- All parties can use the PEXA portal to review the status of settlement in real-time.

THE WHERE



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Chapter four

DEVELOPERS

We act for developers of both land and strata subdivisions throughout NSW. Our legal services include providing “off-the-plan” conveyancing services. For our developer clients, accurate, fast, streamlined and reliable legal services can make the difference between securing a sale or losing a sale.

Off-the-plan projects are usually high volume, labour-intensive and time-consuming - all of this is often in a high-pressure scenario where hundreds of contracts need to be prepared and issued on the same or next day. For these reasons and more, we are always looking at how we can improve our systems through streamlining, workflow and leveraging technology.

e-Conveyancing technologies like InfoTrack’s PlanIT and PEXA are creating incredible efficiencies and quality control and most importantly assist us to produce the highest quality of service for our clients.

Having one reliable platform to easily upload development details, create contracts, correspond,

schedule settlements and generate status reports automates much of the manual process, eliminates so much hassle, reduces the labour intensity and room for human error and assists us to provide quick, reliable, consistent and quality service.

Our developer clients love the functionality, streamlined processes, efficiencies and the automated reporting.

We partner with our developer clients and strive to give them the best client experience. PlanIT and PEXA facilitate this. Not only have PlanIT and PEXA reduced the time for issuing and exchanging contracts, increased efficiencies and automated reporting but it has improved the management of the legal services in all our “off-the-plan” projects.

- Mary Digiglio, Managing Partner, Swaab Attorneys

Property developers can streamline large projects online.



THE WHY

Now hundreds of contracts can be drafted in hours, not days, and purchasers can review and sign on a device wherever they are, significantly reducing administrative costs and cutting down on paper, printing and courier expenses.

Importantly errors are minimised as a single master contract can be created that is customisable at a lot level, reducing the need to re-key data into multiple contracts.

Coordinating and attending multiple property settlements can be a challenge, particularly for large-scale developments with numerous lots, however with e-Conveyancing allowing multi-lot sales to settle at one specified time, on one specified

date without the need for a physical exchange of paperwork or attendance at settlement, the game has changed for all parties involved.

This streamlined workflow is now a reality with InfoTrack's off-the-plan e-Conveyancing tools, from bulk contracts with PlanIT to e-Signing with SignIT. Once contracts are completed, SettleIT is available to manage your settlements in one place.

The exchange of funds online via the RBA provides fast access to cleared funds with conveyancers able to manage bulk settlement funds electronically and to disburse the vendor's proceeds electronically.

THE HOW

- Talk to your lawyer or conveyancer about using online platforms like PlanIT to streamline your projects.
- Choose between three different models when transacting through the PEXA network, understanding the conditions relevant to the jurisdiction of your property.

Model 1: A lawyer or conveyancer acts on your behalf.

Sign a client authorisation form and give your existing lawyer or conveyancer permission to act on your behalf in PEXA.

Model 2: A Panel Member acts on your behalf

Sign a non-transacting panel master agreement and be visible on PEXA's online member database. You can choose which lawyer or conveyancer represents you, giving you both control and flexibility.

Model 3: Act on your own behalf

Register as a principal subscriber and represent yourself. Property developers who choose this model must meet the Eligibility Criteria in the Model Participation Rules (available at www.arnecc.gov.au/publications/model_participation_rules) and sign a Participation Agreement as well as order a digital certificate to digitally sign documents.

- If there's a legal or conveyancing firm that you'd like to act on your behalf, use the online search tool to find out if they're already registered with PEXA. If they're not, encourage them to join.
- Training and ongoing support can be provided to you and/or your lawyer or conveyancer by PEXA or a third-party provider.

THE WHERE



www.infotrack.com.au



www.pexa.com.au

Chapter five

BUYERS & SELLERS

First Class Legal has been at the forefront of the e-Conveyancing movement in Victoria as early adopters of both PEXA and InfoTrack's platforms. We've been delighted with how simple the process is, not only for us, but for buyers and sellers.


There are some products and services in life that are an obvious and immediate fit for the digital world. Electronic contracts are just as obvious a solution for a digital platform as are internet banking, internet shopping and internet bill paying. They're superfast, incredibly easy and highly intuitive for our clients who have grown up with iPhones, iPads and laptops.

Our clients have been impressed with the speed at which we can now complete the necessary documents. It used to take days for the contract to reach the agent, and now this can be completed in minutes - significant time savings which are passed on to our clients.

The buyers and sellers can now review and sign the contract from any location, and have money in the bank almost instantaneously upon settlement. There is no more waiting game or extended limbo periods. We've even had clients sign while on the other side of the world - it's that easy.

Buyers and sellers appreciate that we're providing them a faster, more flexible and environmentally friendly process. They can't get enough of it!

- Leonie & Andrew Jarrett, First Class Legal



Buyers and sellers save time and have more flexibility and transparency during the e-Conveyancing process.



THE WHY

While buying and selling property now starts online with website searches and mortgage calculators, e-Conveyancing continues the process of lodgement and settlement online saving time, costs and hassle for both buyers and sellers.

Removing paperwork and postage from the process reduces administration costs, potential delays and the risk of errors. No one is required to travel to settlements, physically collect bank cheques or execute documents in the solicitors or real estate agent's office. Indeed, if you are jointly selling or buying a property you don't need to be in the same location or even time zone to sign the contract.

In most cases, electronic settlement and lodgement will occur simultaneously instead of at the convenience of the bank, potentially reducing the

settlement timeframe from months or weeks to just days. An electronic transfer of funds instead of by cheque means no waiting for the cheque to clear and reducing the potential for fraud.

e-Conveyancing will also eliminate settlement agent fees and increase transparency as both sides of the transaction will be fully visible to the parties all along the process, giving greater certainty to the settlement date and ability to make plans.

THE HOW

- Ask your lawyer or conveyancer if they are familiar with the PEXA network and registered to transact the sale electronically through their systems.
- You can also search for a PEXA-registered lawyer or conveyancer on www.pexa.com.au.
- View which financial institutions are ready to transact electronically through PEXA. All the big four banks, and up to 80 financial institutions, are on board so it's likely your bank has that facility already.
- When you have engaged your legal advisor, complete a client authorisation form authorising them to sign documents on your behalf. One document covers the whole process.
- Download the free SettleMe app from PEXA that keeps you informed on the settlement process and sends step-by-step instructions on what you need to do as the buyer or seller. It sends instant alerts via SMS or email every time someone completes an action so you have full transparency on the status of your settlement.
- The day before settlement, everyone will sign off on the settlement and you can see who has and hasn't signed off, so you can be certain it is booked in and ready to go when everyone has approved.
- Plan your day of settlement with certainty, whether you are moving out or moving in.

THE WHERE



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CONCLUSION

Each industry sector that will participate in the e-Conveyancing process will adopt the system at a different rate. For example, the four big banks and an additional 80 finance players have already jumped on board but a recent survey we conducted with the real estate industry indicated that only 54% of participants think the NSW and VIC Governments timelines for digital property exchange are realistic. Indeed, over 70% of the respondents to the same survey do not currently use e-Contracts and 61% have not used PEXA yet.

It's important to remember adopting e-Conveyancing is something that can be done at your own pace and according to your capability and client demand. While the use of PEXA at exchange stage has been mandated for the future, many elements are still voluntary such as verification of identity, e-Contracts and electronic signing.

This is important for the comfort of your clients as much as for your staff. For example, if your

client doesn't like mobile phones, you can do a manual Verification of Identity. And if they are not comfortable with electronic signatures, you can print your electronic contract, pop it in the mail, wait for Australia Post to deliver it and scan it back into your matter.

And until the deadlines are mandated you can now book settlement electronically through PEXA or manually through your agent – or both!

As more industry participants use the system, technology providers such as PEXA and InfoTrack will continue to improve the system. Many elements now are integrated into most Practice Management Systems where data from every step of the process is automatically entered into a PEXA workspace once created.

As discussed in this eBook, the benefits are wide-ranging for every participant in the process from the seller and buyers to the facilitators along the way.

So, what's next? Get informed, understand your obligations and explore your client demand. Consider the benefits e-Conveyancing can bring to your business in terms of improved productivity, profitability and growth. If you feel this is right for you now, then approach the technology or systems providers for training for you and your staff.

Get in touch

Both InfoTrack and PEXA can help get you started with registration and training.

BOOK A DEMO

Contact us at InfoTrack for a no obligation demo of the following products.



1800 738 524
sales@infotrack.com.au

INTEGRATE WITH PEXA

Contact Andrew for more information on integration from InfoTrack to PEXA.



Andrew Wing
Business Solutions Manager,
InfoTrack
0417 414 987
andrew.wing@infotrack.com.au

REGISTER FOR PEXA

Contact PEXA to register for e-Conveyancing and pick InfoTrack as your sponsor.



1300 084 515
pexa.com.au/register



InfoTrack is a technology company with a leading SaaS platform that provides intelligent search and automated workflow for professionals across the legal, conveyancing, banking, finance, insolvency, surveying, mercantile, accountancy and government sectors.

We are an indispensable partner, whose proprietary software platform helps businesses swiftly find critical information pertaining to property, company, personal and national search data.

Our superior software can be seamlessly integrated into third party practice management systems, document management solutions and accounting software to deliver significant efficiencies. This allows our clients to improve their productivity, increase their profitability and stimulate their growth.

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