

## GENERAL INFORMATION

All applicable Registration fees must be paid at the time of document or plan lodgement.

Overpayments will be identified at the point of data entry and are moved immediately escalated for further action.

## OVERPAYMENTS

When an overpayment of fees is identified, Land Services SA process the fees and arrange for a refund of the overpayment to be paid once the dealing has been registered. Please note: due to processes Land Services SA control, the refund process may take several weeks. Therefore, it is preferable that the correct fees are paid at the time of lodgement.

## REFUND PROCESS

- a. When a refund cheque has been requested, Land Services SA will stamp the relevant document with a “refund of fees” clearly indicating the amount to be refunded and the party to whom the refund is to be paid.
- b. The document is then sent to a Registration Officer or Property Examiner.
- c. After registration of the document, or issue of the new title for a division series, the refund process will begin.

## IMPORTANT NOTE

All documents identified with a fee issue will not be assessed by a Registration Officer until the payment issue has been resolved.

In the case of a minor overpayment, the cost of producing a refund cheque can sometimes outweigh the amount being refunded. In this event, small amounts will be refunded by EFT only. Land Services SA will contact the appropriate party for the required bank account details. For this reason clients are reminded to carefully check that the correct fees have been paid prior to lodgement.

The lodging agent may identify an overpayment of fees after registration of the document. There is no limitation on time and the lodging party may request an investigation for a possible refund of fees.

Clients with refund enquiries should phone Land Services SA on 8423 5000.