

# Notice

To Lodging Parties

6 May 2020

No 230

## **Verification of Identity Standard amendments due to the *COVID-19 Emergency Response Act 2020***

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[Customer Information Bulletin Issue 340](#) provided updates on measures the Office of the Registrar-General has taken as a result of COVID-19 (Coronavirus). It also advised that the Australian Registrars' Electronic Conveyancing Council (ARNECC) was considering impacts to the verification of identity process as a result of COVID-19. ARNECC subsequently released the following [Position Statement](#) regarding verification of identity and Client Authorisations.

The Government of South Australia has since introduced the [COVID-19 Emergency Response Act 2020](#) (COVID-19 Act) to make various temporary modifications of the law of the State in response to the COVID-19 pandemic.

Section 17 of the COVID-19 Act allows for the use of audio visual where there is a requirement that a meeting occur, or that some other transaction take place, that requires two or more persons to be physically present. Consequently, the Registrar-General has determined that the use of audio visual technology for the purpose of applying the Verification of Identity Standard in lieu of an in-person, face-to-face interview is acceptable. This is a temporary modification for the duration of the COVID-19 Act and all other requirements in the Verification of Identity Standard still apply, including taking further steps where warranted.

To provide clarity to industry and Electronic Lodgement Network Operators (ELNOs) amendments are being made to the Verification of Identity Standard requirements under the statutory instruments issued by the Registrar-General.

The following have been published and released:

- [South Australian Operating Requirement Waiver OR 1/2020 –verification of identity \(use of audio visual\):](#)

The Registrar-General grants ELNOs a partial waiver of their obligations to comply with the requirement for face-to-face interviews for verification of identity, provided these interviews are conducted via audio visual means and all other aspects of the Verification of Identity Standard are still applied. This will apply for the period in which the COVID-19 Act is operable unless revoked earlier by the Registrar-General.

- [South Australian Participation Rule Waiver PR 1/2020 – verification of identity \(use of audio visual\):](#)  
The Registrar-General grants Subscribers a partial waiver of their obligations to comply with the requirement for face-to-face interviews, when applying the Verification of Identity Standard, provided these interviews are conducted via audio visual means, and all other aspects of the Verification of Identity Standard are still applied This will apply for the period in which the COVID-19 Act is operable unless revoked earlier by the Registrar-General.
- [Registrar-General's Verification of Identity Requirements Version 6:](#)  
Paragraph 6.1 which requires a 'face-to-face in-person interview' to be conducted when applying the Verification of Identity Standard has been amended to allow for the 'face-to-face in-person interview' to be undertaken remotely using audio visual means for the period that the COVID-19 Act is in operation. It is noted that all other aspects of the Verification of Identity Standard still apply.

For further information please contact Land Services SA on (08) 8423 5000 or [customersupport@landservices.com.au](mailto:customersupport@landservices.com.au).



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