

# Customer Announcement

## Dealing with Residual Paper Settlements

Date: 20/03/2020

Earlier this morning a teleconference was facilitated by AICSA to work through the near-term logistical matters that have arisen as a consequence of the closure of the Settlements Room at 101 Grenfell Street Adelaide.

This meeting was attended by representatives from Land Services SA, the Office of the Registrar-General, conveyancers, lawyers, financial institutions, Electronic Lodgement Network Operators and broader market participants.

The below information is provided to assist in dealing with residual paper settlements over the coming weeks, however these arrangements may change with very little notice as the COVID-19 situation evolves. As such, where possible, clients should be converting settlements to the digital channel.

Settlements will be split across multiple locations to restrict the number of people gathering in accordance with Government and health guidelines. The agreed protocol will be to attend the premises of the Discharging Mortgagee or Vendor if the property is unencumbered.

Settlement Agent	Settlement Location	Contact Details
SAI Global	Level 5, 50 Pirie Street, Adelaide	Normal booking channels are to be used.  Please <a href="#">CLICK HERE</a> to view SAI Global's customer notice.
First Mortgage Services (FMS)	Level 13, 115 Grenfell Street, Adelaide	<b>FMS:</b> 1300 360 757  <b>Westpac:</b> 1300 367 449  <b>Bank SA &amp; St George:</b> 1300 361 525 (Option 1 is FMS)  <b>HSBC:</b> 1300 868 668

For your own health and safety, it is strongly encouraged that where possible, all work in progress be converted and lodged electronically, and that you reconsider attending the residual paper settlements in person if you are feeling unwell.

We appreciate that there are many concerns around COVID-19 and we wish to reassure you that the maintenance of a healthy and safe environment and the protection of our employees and customers remain our priority. To maintain the safety of our staff, other customers and tenants of 101 Grenfell Street, we ask clients not to congregate in large groups in our foyer or other common areas of the 101 Grenfell Street tenancy.

Land Services SA continues to monitor the quickly evolving circumstances and will notify you of any changes to our services in response to COVID-19.