

# Customer Information Bulletin

24 July 2020

Issue 347

## **Final Reminder: Mandating eConveyancing**

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In [NTLP 228](#), I announced 3 August 2020 as the date for the mandating of electronic conveyancing (eConveyancing). This is a final reminder that from 3 August 2020, the electronic lodgement of documents with Land Services SA will be mandatory.

Much of the industry has already embraced eConveyancing, with an increase in the percentage of electronic lodgement of Transfers rising from 22 percent in January 2020, to 85 percent in May 2020. Thank you for your part in helping to transition South Australia from a paper system to a digital one, with benefits for the user and the land titling system.

To assist in the transition, I would like to remind you that the following information is available to help you prepare.

### **Dealings Affected**

Mandating will apply to all documents that are currently electronically enabled. A full list of these dealings is published on the [Electronic Conveyancing](#) page on the Land Services SA website. I will notify industry as additional documents become electronically enabled and will provide a transition period before any new documents are mandated for electronic lodgement.

### **Exemptions**

Some exemptions apply where it is necessary to lodge in paper. A list of documents that are exempt is also available on the [Electronic Conveyancing](#) page on the Land Services SA website.

### **Training**

In May and June 2020, my Office (ORG) conducted an industry survey about the types of training and information practitioners would like to assist their transition to mandatory eConveyancing. In response to that survey, ORG, Land Services SA and Revenue SA have collaborated to provide training and support materials.

A range of Training Videos on key topics from the survey results are available on the [Industry Education Hub](#) on the Land Services SA website. In addition, you can [register to attend live Q & A sessions](#) with representatives from ORG, Land Services SA and Revenue SA to answer any additional questions you may have about eConveyancing. These sessions are designed to answer any questions you still have that have not been answered through the training and information materials provided. Several sessions have run during the last week and while registrations have

been high, there has been very low attendance and the attendees have not raised many questions. I take this as a good sign that practitioners feel ready to make the transition, however, I want to stress that my office and Land Services SA are here to provide any additional support needed and I urge you to take advantage of these sessions.

Both Electronic Lodgement Network Operators (ELNOs) are available to assist practitioners with use of their systems. For support with how to register as a Subscriber, or conducting electronic conveyancing transactions, please contact [PEXA](#) and/or [Sympli](#).

### Other eConveyancing Resources

The ARNECC website has many useful resources and I encourage you to become familiar with its contents. In particular, the [ARNECC MPR Guidance Notes](#) will assist practitioners to understand their obligations in relation to eConveyancing.

Additionally, Land Services SA are hosting an Industry Education Webinar Series. Links to register for upcoming Webinars, or to view recordings, are on the [Industry Education Hub](#) on the Land Services SA website.

### Contacts

For general enquiries, please use the following contacts:

- For all operational enquiries regarding eConveyancing, exemptions and compliance, and lodgement advice, please contact Land Services SA Customer Support on 08 8423 5000 or email: [customersupport@landservices.com.au](mailto:customersupport@landservices.com.au).
- For any enquiries about the legislative requirements of eConveyancing, please contact ORG by email: [DPTI.RegistrarGeneral@sa.gov.au](mailto:DPTI.RegistrarGeneral@sa.gov.au).
- For assistance with lodging a document (excluding lodgement advice) and/or completing a financial settlement using an ELNO please contact:
  - PEXA on 1300 084 515 or email: [support@pexa.com.au](mailto:support@pexa.com.au) and/or
  - Sympli on 1300 796 754 or email: [hello@sympli.com.au](mailto:hello@sympli.com.au)

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