

# Transfer guidelines

v 2.0



# Transfer guidelines

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ABN 92 140 677 792  
Property Exchange Australia Ltd





The transfer guidelines have been developed to assist Subscribers with what they should be doing, and when, in order to ensure the timely and successful completion of a PEXA settlement. They have been developed through industry-wide collaboration with the intention to meet the needs of all PEXA Subscribers.

The guidelines are:

- > not intended to override existing obligations between parties to a transaction, such as those contained in the Contract of Sale.
- > to be read sequentially therefore start at step 1 and work through the stages that are relevant to your role
- > not intended to cover sub divisions

For any escalations relating to the transaction process please contact the PEXA Support Centre on 1300 084 515.

## Colour Key

-  Incoming Mortgagee
-  Mortgagee on Title
-  Incoming Proprietor
-  Proprietor on Title

1. Workspace Preparation and Invitations		
Stage	Guideline	Timing
1. – Proprietor on Title or Incoming Proprietor or Incoming Mortgagee	<p>Creates the workspace with the settlement date and time, creates/edits the party (or parties) details, and invites the other Parties as applicable.</p> <p>Minimum recommended timeframes to ensure the Mortgagee has sufficient time to complete the transaction:</p> <ul style="list-style-type: none"><li>• Invitation to be sent to <b>Mortgagee on Title</b> at least 10 days prior to Settlement.</li><li>• Invitation to be sent to <b>Incoming Mortgagee</b> at least 10 days prior to Settlement.</li></ul> <p><i>Note: Contract of Sale may specify which Party is to initiate the workspace.</i></p> <p><i>If a Workspace with the same Title already exists a message will alert the Party attempting to create the duplicate workspace. Please avoid creating duplicate workspaces.</i></p> <p><i>Invitations should be sent as soon as possible once the Workspace is opened to reduce possibility of duplicates.</i></p>	Send invitation when contract/s have been received

2. Accept / Decline Invitations		
Stage	Guideline	Timing
2. All Roles	<p>All roles should respond to invitations and create/edit the party (or parties) details as soon as possible.</p> <p>If accepting, Parties should note any conditions such as "subject to receipt of instructions from Client".</p> <p>If declining, Parties should include a reason code and additional text to fully explain why the invitation has been declined.</p> <p><i>Note: Invitations should be sent as soon as possible to reduce possibility of duplicates.</i></p>	<p>All invitation responses should be completed within 2 business days of receiving the invitation.</p>

3. Withdrawing From PEXA		
Stage	Guideline	Timing
3. Withdrawing From PEXA	<p>If a party cannot progress in PEXA, inform the other parties and advise reason for withdrawal (using the PEXA Conversation tool).</p> <p>Un-sign all documents, withdraw from and abandon the workspace.</p> <p><i>Note: if withdrawal occurs within 5 days of settlement, delays may be experienced when booking a paper settlement with the <b>Mortgagee on Title</b> or <b>Incoming Mortgagee</b>.</i></p> <p><i>Any contractual obligations concerning changes to the format of settlement should also be observed.</i></p> <p><i>Please refer to state based contractual requirements as to timeframes that the matter can revert to paper.</i></p>	<p>As soon as possible once the party knows they cannot proceed in PEXA.</p>

4. Conversations In PEXA		
Stage	Guideline	Timing
4 - Conversations In PEXA	<p>A comprehensive understanding of, and rigorous adherence to, the Guidelines should reduce the need for Conversations (using the PEXA Conversation tool) such that Conversations will be used to communicate information that is not already in the workspace or to escalate an issue.</p> <p>It is important that all participants:</p> <ul style="list-style-type: none"> <li>&gt; Respond to conversations in a timely manner.</li> <li>&gt; Send a conversation only if changes are made after either the Financial Settlement Schedule and or a document have been signed, detailing the changes.</li> </ul> <p>To minimise the number of messages each party receives:</p> <ul style="list-style-type: none"> <li>&gt; Avoid conversations to all workspace participants, only send to your client's lender or practitioner (or practitioner to practitioner)                             <ul style="list-style-type: none"> <li>&gt; the <b>Incoming Proprietor</b> to the <b>Incoming Mortgagee</b> and vice versa,</li> <li>&gt; <b>Proprietor on Title</b> to <b>Mortgagee on Title</b> and vice versa.</li> </ul> </li> <li>&gt; There is no need to respond to a conversation requesting completion of a task if the task is completed and visible in the Workspace.</li> </ul>	<p>Within 8 business hours after receiving the notification.</p> <p>OR</p> <p>Within 4 business hours after receiving notification, if settlement is in 2 business days or less.</p>

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5. Document Creation		
Stage	Guideline	Timing
5 - <b>Incoming Proprietor</b>	Complete Transfer document.	When the workspace has been created or an invitation has been accepted.

6. Discharge Authority Sent and Received		
Stage	Guideline	Timing
6a - <b>Proprietor on Title</b>	Checks the "Discharge Authority Sent" checkbox on the Workspace Summary. <i>Note: Refer to <a href="#">Banks' Transfer Checklist</a> on the eConveyancing Community to find the latest Discharge Authority form and where to send.</i>	When the Discharge Authority has been sent to the Mortgagee on Title
6b - <b>Mortgagee on Title</b>	Checks the "Discharge Authority Received" checkbox on the Workspace Summary <i>Note: Once received, the Discharge Authority still need to be verified. Refer to Banks' Transfer Checklist for timeframes for verification. If a new Discharge Authority is required, this checkbox will be unchecked.</i>	When the Discharge Authority has been received.

7. Loan Documents Sent and Received		
Stage	Guideline	Timing
7. <b>Incoming Mortgagee</b>	Checks the "Loan Documents Sent" and "Loan Documents Received" checkboxes on the Workspace Summary.	When the documents have been sent to the Customer and received from the Customer.

8. Settlement Date & Time		
Stage	Guideline	Timing
8a - <b>Mortgagee on Title</b>	Accepts the proposed settlement date and time. If they are not yet able to, a conversation should be sent to the <b>Proprietor on Title</b> to advise of the reason for the delay.  If the Discharge Authority has not been received 5 business days before settlement, or security packet is not available, the <b>Mortgagee on Title</b> should send a conversation to <b>Proprietor on Title</b> to advise of delay in acceptance	Once Discharge Authority and security packet have been received.
8b - <b>Incoming Mortgagee</b>	Accepts the proposed settlement date and time	Once the mortgage document has been signed by the customer

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<b>8c - Incoming Proprietor</b>	Accepts the proposed settlement date and time or proposes an alternative settlement date and time	At the same time as accepting invitation
<b>8d - Proprietor on Title</b>	<b>Proprietor on Title</b> accepts the proposed settlement date and time (where the <b>Incoming Proprietor</b> has opened the workspace) or proposes an alternative settlement date and time	At the same time as accepting invitation

## 9. Stamp Duty Assessment

Stage	Guideline	Timing
<b>9 - Incoming Proprietor</b>	<p>Outside of PEXA, login to online revenue office system, and provide relevant transaction details for duty assessment</p> <p><b>If NSW</b></p> <ul style="list-style-type: none"> <li>&gt; EDR requires the Lodgement Case ID not the transfer doc id.</li> <li>&gt; Once record is completed user enters transaction id into PEXA</li> </ul> <p><b>If QLD:</b></p> <ul style="list-style-type: none"> <li>&gt; OSR Connect does not require any input as the record is automatically created against the Subscribers profile after they have Entered Duty Information in PEXA.</li> <li>&gt; Once record is completed in OSR Connect the user just needs to come into PEXA and click verify duty.</li> </ul> <p><b>If VIC:</b></p> <ul style="list-style-type: none"> <li>&gt; Duties Online requires the user to claim the PEXA transaction by entering the Transfer Document ID and SRO Transaction ID together with the Form ID into Duties Online</li> <li>&gt; Once record is completed in DOL user just needs to come into PEXA and click verify duty</li> </ul> <p><b>If WA:</b></p> <ul style="list-style-type: none"> <li>&gt; Print duty certificate in Revenue Online</li> <li>&gt; Enter Certificate number into PEXA workspace stamp duty tab</li> </ul> <p><b>If SA:</b></p> <ul style="list-style-type: none"> <li>&gt; Log into Revnet for duty assessment and select</li> </ul>	<p>In accordance with jurisdictional requirements.</p> <p><b>NSW/QLD:</b></p> <ul style="list-style-type: none"> <li>&gt; at least 2 weeks prior to settlement</li> </ul> <p><b>SA:</b></p> <ul style="list-style-type: none"> <li>&gt; no more than 9 calendar days before settlement</li> </ul> <p><b>VIC:</b></p> <ul style="list-style-type: none"> <li>&gt; at least 1 week before settlement</li> </ul> <p><b>WA:</b></p> <ul style="list-style-type: none"> <li>&gt; at least 2 days before settlement</li> </ul>

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## 10. Document Completion and Signing

Stage	Guideline	Timing
<b>10a - Incoming Mortgagee</b>	Prepares and signs Mortgage document.	<p>Prepare Mortgage: When accepting settlement date and time and mortgage documents have been verified by the <b>Incoming Mortgagee</b> and are deemed ready to settle.</p> <p>Signing Mortgage: When required information in Transfer Document is viewable.</p>
<b>10b - Mortgagee on Title or Proprietor on Title</b>	<p>The <b>Mortgagee on Title</b> creates and signs the discharge of mortgage document</p> <p><b>If NSW:</b></p> <ul style="list-style-type: none"> <li>› Where there is a mortgage on the title, the <b>Mortgagee on Title</b> also creates and signs the Consent document for both an electronic and paper Certificate of Title.</li> <li>› Where there is no Mortgage on the title, the <b>Proprietor on Title</b> creates and signs the Consent document.</li> </ul> <p><b>If VIC:</b></p> <ul style="list-style-type: none"> <li>› Where there is a mortgage on the title and the certificate of Title is paper, the <b>Mortgagee on Title</b> creates, signs and lodges the Nomination document</li> <li>› Where there is no mortgage on the title, and the certificate of title is paper, the <b>Proprietor on Title</b> creates, signs and lodges the Nomination document</li> <li>› Where the certificate of title is electronic and the transacting party (Mortgagee on Title or Proprietor on Title) is also the CT Controller, no nomination is not required.</li> <li>› Where the certificate of title is electronic and the CT Controller is not a party in the Workspace, the CT Controller needs to be invited into the Workspace to create, sign and lodge the Nomination document.</li> </ul>	Once the Discharge Authority has been received.

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<b>10c - Incoming Proprietor</b>	Signs the Transfer document, Lodgment Instructions and:  <b>If QLD:</b> > Form 24 Part A&B  <b>If NSW:</b> > NOS  <b>If VIC:</b> > NoA	Once all documents in the Workspace have been created and lodgment verification has occurred
<b>10d - Proprietor on Title</b>	Signs all documents and:  <b>If QLD:</b> > Form 24 Part A&B  <b>If VIC:</b> > NoA	Once all documents in the Workspace have been created and lodgment verification has occurred

## 11. Total Funds Required to Settle

Stage	Guideline	Timing
<b>11. Incoming Proprietor Proprietor on Title</b>	<p><b>Incoming Proprietor</b> and <b>Proprietor on Title</b> calculate the total funds required to settle and Incoming Proprietor enters amount into the Financial Settlement Schedule Summary.</p> <p><i>Note: The total funds required to settle include the adjusted balance of the purchase price, all lodgment fees, stamp duty, PEXA fees and Practitioner professional fees if entered into the Destinations by the Practitioners.</i></p>	5 business days before settlement

## 12. Loan Proceeds

Stage	Guideline	Timing
<b>12. Incoming Mortgagee</b>	Enters the Loan Proceeds into the Financial Settlement Schedule once Loan Documents have been received and verified.  <p><i>Note: This timeframe may be impacted by Customer's unsecured debts and where the transaction is outsourced to a Panel Solicitor.</i></p>	At least 5 business days before settlement



## 13. Authority to Debit & Draw Down Amount

Stage	Guideline	Timing
<b>13a - Incoming Mortgagee</b>	<p>Where <b>Incoming Mortgagee</b> holds an authority to debit the Customer's account for Purchaser's Equity (Shortfall) they answer "Yes" in the Financial Settlement Schedule Summary and enter the first four digits of the authorised account in the Financial Settlement Schedule Summary.</p> <p>If <b>Incoming Mortgagee</b> is not providing Purchaser's Equity (Shortfall), they enter "No" on the Financial Settlement Schedule Summary.</p>	At least 5 business days before settlement

## 14. Purchaser's Equity (Shortfall)

Stage	Guideline	Timing
<b>14a - Incoming Proprietor</b>	If the <b>Incoming Proprietor</b> is providing Purchaser's Equity (Shortfall) they must create a source line item in the Financial Settlement Schedule and ensure funds are deposited in the relevant source account (either own trust account or PEXA Source Account).	When using the PEXA source account, enter source line item at least 5 business days before settlement to generate account deposit details. Funds must be cleared and available in the PEXA Source Account no less than 3 business days prior to Scheduled Settlement.
<b>14b - Incoming Mortgagee</b>	If the <b>Incoming Mortgagee</b> is providing Purchaser's Equity (Shortfall), they must create a line item in the Financial Settlement Schedule	2 business days from Settlement

## 15. Collecting Vendor Surplus

Stage	Guideline	Timing
<b>15a - Mortgagee on Title</b>	If applicable <b>Mortgagee on Title</b> to confirm via conversation to <b>Proprietor on Title</b> that authority is held to collect any surplus funds.	At least 2 business days before settlement
<b>15b - Proprietor on Title</b>	<p>If <b>Mortgagee on Title</b> is authorised to collect Vendor Surplus, <b>Proprietor on Title</b> is to notify <b>Mortgagee on Title</b> of the Net Vendor Amount (loan payout plus vendor surplus).</p> <p>Note this is the amount due to Vendor after deducting outgoings, the Vendor's PEXA fees, third party payments and professional fees.</p>	At least 2 business days before settlement

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15c - <b>Proprietor on Title</b>	If <b>Mortgagee on Title</b> is not collecting surplus funds, the <b>Proprietor on Title</b> should enter a destination line item into the Financial Settlement Schedule	After indicative payout figure is entered and if required amended once the final payout figure is entered
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## 16. Indicative Payout Figure

Stage	Guideline	Timing
16 - <b>Mortgagee on Title</b>	Enter indicative payout figure into the Financial Settlement Schedule.	At least 2 business days before settlement.

## 17. Payment Directions

Stage	Guideline	Timing
17 - <b>Incoming Proprietor</b> and <b>Proprietor on Title</b>	The <b>Incoming Proprietor</b> and <b>Proprietor on Title</b> enter payment destination line items into the Financial Settlement Schedule.	At least 1 business day before settlement.  <i>Note: If changes made within 2 hours of settlement time, a call is required to impacted parties.</i>

## 18. Settlement Preparation

Stage	Guideline	Timing
18a - <b>Mortgagee on Title</b>	<b>Mortgagee on Title</b> updates the indicative payout figure in the Financial Settlement Schedule to represent a final payout figure and enters a destination line item in the Financial Settlement Schedule for Surplus if it is authorised to collect and signs Financial Settlement Schedule	No later than 10am day of settlement (in jurisdiction of the land where the property is situated).
18b - <b>Proprietor on Title</b>	<b>Proprietor on Title</b> updates Vendor surplus if they are collecting and if final payout figure differs from indicative and signs Financial Settlement Schedule	At least 2 hours prior to settlement.
18c - <b>Incoming Mortgagee</b>	<b>Incoming Mortgagee</b> confirms the source line item in the into the Financial Settlement Schedule for the loan proceeds and signs the Financial Settlement Schedule and Lodgement Instructions	Sign Financial Settlement Schedule and lodgement instructions once balanced
18d - <b>Incoming Proprietor</b>	<b>Incoming Proprietor</b> completes and signs the Financial Settlement Schedule  <i>Note: Even if the <b>Incoming Proprietor</b> is not providing any source funds and does not need to complete the FSS, they still need to sign.</i>	Sign Financial Settlement Schedule once balanced

## 18e. Settlement Preparation

Stage	Guideline	Timing
19 - Settlement preparation - <b>Incoming Proprietor</b> , <b>Incoming Mortgagee</b>	Where there is a positive Title Activity Check (TAC) notification 1 hour before settlement, all incoming parties ( <b>Incoming Proprietor</b> , <b>Incoming Mortgagee</b> and/ or Incoming Caveator) respond to the notification by permitting settlement to proceed, or send a conversation to advise the reason for delay.	Within 30 minutes of receiving notification.

## 19. Delay in Settlement

Stage	Guideline	Timing
19 - Delay in Settlement	<p>If settlement is delayed for any reason, all parties must accept or decline the new time/date and re-sign if required</p> <p>If a party changes the settlement date they should send a conversation providing a clear reason as to why the settlement date has changed</p>	Within an hour of receiving notification