

CASE STUDY:

How we have simplified VOI for PEXA

PEXA needed a VOI solution that was simple for its staff and sponsors to use – secure, paperless and in line with PEXA’s vision for electronic conveyancing. PEXA chose ZipID’s VOI App and have been delighted with the results.



INDUSTRY

Legal, conveyancing, and financial services

COMMENCED USING APP

June 2014

LOCATIONS USING APP

National

BACKGROUND

Before conveyancers and lawyers can commence transacting on the PEXA platform, practitioner firms must be “on-boarded” to PEXA’s system. To ensure the integrity of the platform the PEXA on-boarding process involves the firms’ principals having their identity verified through a face-to-face check.



THE CHALLENGE

PEXA needed an identity verification process that addressed the regulations stipulated by the Australian Registrars' National Electronic Conveyancing Council (ARNECC), whilst creating a touch that was professional, simple, quick and in line with PEXA's vision for electronic conveyancing.

It was also critical that a consistent VOI report was created that could be delivered back to PEXA electronically.

“PEXA’s on-boarding strategy included partnering with PEXA Sponsors to drive PEXA conversion. As PEXA and its Sponsors regularly meet with industry participants, it was the perfect opportunity to complete the VOI portion of the on-boarding process. We just needed a quick and simple means of doing it that also complied with the strict security and regulatory standards we’re required to adhere to,” PEXA’s General Manager of Practitioner Services, Matthew Gillet said.

“Protecting the private information of our conveyancing and legal clients was also paramount”.

THE SOLUTION AND IMPLEMENTATION

PEXA chose ZipID’s proprietary VOI App for the purpose of on-boarding Subscribers to PEXA in compliance with the VOI Rules outlined by ARNECC.

ZipID configured its App (for iPads) specifically to comply with PEXA’s requirements.

Prior to entering these arrangements, PEXA undertook the appropriate due diligence on the App’s workflow, suitability and security.

ZipID also conducted in-person training for PEXA users and developed training collateral for PEXA Sponsors.

THE RESULTS

“We’ve been really pleased with the ZipID App. It has proven instrumental in helping both PEXA and its Sponsors easily complete Identity Verifications while out in the field and feedback internally has been overwhelmingly positive,” Mr Gillet said.

PEXA’s Sponsors have also recognised the benefits of this technology. Two of PEXA’s Sponsors are now completing the VOI portion of the on-boarding process using ZipID’s VOI App. With the App producing a standard format VOI report every time PEXA is guaranteed consistency of compliance, combined with electronic efficiency and security.

BENEFITS ACHIEVED



No photocopying or filing cabinet storage needed



Average VOI with ZipID App less than 5 minutes!



ZipID report securely stored in our vault for seven years



Performed at a time and place that suits the subscriber

To learn more and download the App for free visit

zipid.com.au/app