



PRODUCT GUIDE

FAST TRACK SERVICE

OVERVIEW

- The Land Services SA (LSSA) “Fast Track” service is an optional service offered for non-division type dealings, lodged electronically or in paper, or where eligibility criteria for an expedited dealing examination request (known as a “Red Packet Priority Service”) request is insufficient. Dealings examined through the Fast Track service will be registered or requisitioned by LSSA within 3 Business Days after acceptance of a quote or lodgement, whichever is the latest.
- This Product Guide is a general document providing a high-level overview of the Fast Track service and should be read in conjunction with the “Standard Terms Of Supply Of Services (Fast Track Service)” located here: http://landservices.com.au/_data/assets/pdf_file/0019/72019/2023-08-Fast-Track-Service-Standard-Terms-of-Supply-of-Services-Final.pdf (the **Terms and Conditions**).

RED PACKET PRIORITY SERVICE

- The Fast Track Service does not replace the Red Packet Priority Service for those clients in difficult or extenuating circumstances and who satisfy the eligibility criteria.
- To find out more on whether the Red Packet Priority Service applies to you, contact us at (08) 8423 5000 or see further information here: <https://landservices.com.au/businesses-and-property-industry-professionals/land-transactions/lodging-documents-guidelines>

PRODUCT SCOPE AND PRICING - Prices are effective for 2023-2024 FY

PRODUCT SCOPE

The Fast Track service comprises two service offerings based on the following criteria:

- **Fast Track - Standard Service - \$275 (inc. GST)**

This applies to the examination and registration of up to 3 dealings in series.

- **Fast Track - Complex Service - \$495 (inc. GST)**

This applies to examination and registration of more than 3 dealings in series that LSSA considers does not require specific expertise warranting a “time and materials” bespoke service (discussed below).

- **Fast Track - Bespoke Service (time and materials submission)**

Time and materials may be quoted for requests for service reasonably estimated by LSSA to be outside of the fixed fee timeframe of the Standard Service or Complex Service due to the nature of the dealing(s). For example, this could include:

- the complexity of the dealing(s) (e.g. complex share transactions, Appointment of New Trustees pursuant to Part V of the *Trustee Act 1936* (SA), Re-Entry of Lease, etc).
- the size of the proposed transaction (e.g. large number of dealings in series, affected titles, associated dealings or evidence to review, etc).

FEATURES AND APPLICABILITY OF THE FAST TRACK SERVICE

- The Fast Track service is offered explicitly for non-division type dealings, lodged electronically or in paper, and otherwise for dealings set out below in “Conditions” as being not available for inclusion in a Fast Track service.
- Requests for the Fast Track service is optional for customers and can be made prior to lodgement or on lodgement of the dealing(s) by submitting the Fast Track Service Job Request Form located here: <https://forms.office.com/r/2nkpYPw31v>.
- Dealing(s) accepted to the Fast Track service under an accepted Fast Track Service Job Request Form will be registered or requisitioned by LSSA within 3 Business Days after acceptance of quote or lodgement of the applicable dealing(s), whichever is the latest, and otherwise in accordance with the Terms and Conditions.
- If the applicable dealing(s) a requisitioned, registration will occur within 3 Business Days (upon re-submission of those dealings) unless further a requisition is required and otherwise in accordance with the Terms and Conditions.
- If at any stage you are rejected for a Fast Track service and/or a Red Packet Priority Service, you may always raise this with LSSA for further consideration through our Complaints Handling Policy located here: https://www.landservices.com.au/_data/assets/pdf_file/0026/4769/Land-Services-SA-Enquiry-and-Complaints-Handling-Policy.pdf

CONDITIONS AND EXCLUSIONS

- The Fast Track service fee does not include costs incurred in respect of lodging the applicable dealing(s) for registration (including any applicable regulated fees and charges relevant to a dealing or those imposed by the relevant ELNO). Any such additional amounts must be paid by the customer in addition to the Fast Track service fee.
- Fast Track service clients will be bound by the Terms and Conditions.
- The Fast Track service will not be available for the following dealing types:
 - All Division dealings such as TG, ACT, RTC etc;
 - In series with a Division Dealing;
 - Where a Priority Notice for other dealings is currently “Active”;
 - Dealings waiting on “Pick Up”;
 - Removal of Caveats.



Land Services SA ACN 618 229 815

PHONE 1800 648 176 or 8423 5000 FAX 8423 5090 EMAIL customersupport@landservices.com.au
VISIT Level 9, 101 Grenfell Street, Adelaide SA 5000 POST GPO Box 543, Adelaide SA 5001
landservices.com.au