

**Provided by: First Mortgage Services Limited**

**Special points of interest:**

- iPad winner announced and the start of next month's competition to win a Brother printer/scanner.
- 800+ law firm staff and 20% of conveyancing firms registered and ready to go with propel-lc.

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## And the lucky iPad™ winner is ...

Tim Harley, partner in Nelson Law Firm Glasgow Harley was the surprised (and grateful) winner of the Apple iPad™.

Tim and his team have been with us from the start. They attended the Nelson presentation and signed up straight away.

There was a last minute rush to register and over 700 Law Firm staff were in the draw.

The photo may be a coincidence but the iPad's ability to display books on screen may well be the end of the Law Firm library (you can keep it for décor though).

The August promotion is for the Law Firm.

We want to encourage everyone from the firm to register for propel-lc (refer article on page 2 Who Should Register).

## Who said Lawyers aren't willing to try new things?

Over 800 Law Firm staff and 20% of Law Firms that are active in conveyancing have registered with propel-lc.

Feedback has been fantastic and your comments and suggestions have been gratefully received.

We understand that not



**Tim Harley being presented his prize by Cathy Knight, Manager, New Zealand Law Society, Nelson Branch.**

### August promotion:

**Register for propel-lc before 31 August 2010 and go into the draw for a Brother MFC8880DN printer/scanner.**

This device not only prints on both sides of the paper at less than 2.5c per page but scans both sides in one pass as well

We are constantly reviewing ways we can help make conveyancing cheaper and faster for Law Firms.

See the article on page 2 for more details (Terms and Conditions apply. Copies available from propel-lc Help Desk and the propel-lc website).

everyone loves new technology and that trying something new is a leap of faith.

However, we have tried to make the software as easy to use as possible but more importantly that using propel-lc will make your life easier, take away some of the stress of dealing with the

Lenders and save you time/money.

Now it's time for other Banks to take that leap and help us create an industry wide solution..

If you want the other banks to join propel-lc then let them know.



Win a Brother Scanner/ printer for your office

## Duplex Scanning—you're a winner

It saves paper to print in Duplex (both sides of the paper) but what issues does it cause when you have to Fax or Scan?

It might be time to upgrade to a scanner that can scan both sides of the paper at once.

**Brother have offered a special deal for Law Firms.**

MFC8880DN - \$694.00 (device) Normal RRP \$995  
Install/training - \$145.00

\$0.00 (extended 3 years onsite warranty)

When ordering the unit with Brother please email:

[d.mckellar@brother.co.nz](mailto:d.mckellar@brother.co.nz)

and quote Brother account 6064-94.

**N.B. First Mortgage Services Ltd is not a reseller of this equipment and does not receive any commission as part of the sale. If you decide to purchase the printer now and subsequently win the August propel-1c prize draw your printer and installation cost will be refunded or a second printer supplied.**

Regardless of the make and model of the scanner you use we recommend that you take the time to set-up the equipment so that it works efficiently for you.

1. Set the scanner to produce PDF documents.
2. Set the scanner to email you the PDF
3. Rename and save the PDF to your desktop so you can find it easily
4. View the PDF in propel-1c before you submit it
5. Delete the PDF from your desktop

*Section 35  
Credit Contracts and  
Consumer Finance Act 2003  
(CCCFA),  
is worth a read.*

## Printing Costs Vs Electronic Disclosure

While printing costs on modern laser printers are getting cheaper (less than 2.5c per page) why not save a few trees and provide a higher level of service to your clients by asking them to authorise disclosure by specifying an email address where either copies of the documents can be sent or better still an internet website address where they can be viewed (such as the bank website).

Section 35 of the Credit Contracts and Consumer

Finance Act 2003 (CCCFA), provides the legislative approval for this with your clients consent. This consent could form a standard part of your retainer agreement or the Client A&I Form.

If you are more comfortable with pointing out the clauses of the contract with a paper copy strategically placed between you and your client this still shouldn't prevent you emailing them a copy in advance so they have more opportunity to review it in detail or to

email additional copies to parties not in your office including the registered offices of companies, professional trustees and additional copies to clients that are also directors, guarantors or trustees.

If you are going to provide disclosure in paper form don't waste the copy the client signs. As soon as you have scanned the copy to load to propel-1c and it has been reviewed by the Lender then use the original.

*There is no software to install, no annual licensing fees and no restrictions on which computer to use.*

## Who should register for propel-1c?

The simple answer is anyone that has access to the paper file today.

Partners can register and supervise all the conveying files for the Firm.

Lawyers, authors and fee earners can register and correspond with the Lender, forward documents to clients and supervise the day to day process.

Legal staff can upload and download documents and perform all administrative

tasks to complete the transaction.

Everyone can access the file from their own desk or anywhere there is internet access.

Everyone has their own user ID and password and all tasks are tracked with a complete audit trail (including the actions of Lender staff).

The first step is that everyone goes to [www.propel-1c.net](http://www.propel-1c.net) and registers online.

The Author/Fee Earner will have the deal addressed to them by the Lender as the main client / Law Firm contact. Everyone (all propel-1c user Ids) that are added as a delegate in that person's propel-1c profile will have access to the electronic file.

While the delegation is active it works for all files (doesn't require to be set-up for each file).

## What you told us about Mortgage Discharges

Whenever we get more than two legal executives in a room we hear the same message.

### Please fix the Mortgage Discharge process with the banks.

Specifically you have told us:

Correspondence from lawyers is lost.

Bank staff that start the process can't be contacted when no response is received.

There is no acknowledge-

ment that a discharge request has been received and that settlement deadlines will be met.

There are lengthy waits to talk to bank staff and that there is the cost of telephone calls to follow-up.

It is difficult to identify who to contact in the bank for discharges for different brands (even more so for requests such as easement consents).

They do not give any early indication that additional funds will be required to settle (e.g. fixed rate break

costs, revolving credit or business loans being called)

We think we have fixed all of these problems and more with the September release of propel-ic.

We look forward to your feedback when you attend the next training sessions to see what we have achieved.



*September 2010 is the target release date for getting Discharge Settlement Statements via propel-ic*

## Where have all the clients gone?

'Housing lending almost ground to a halt in June, recording its lowest monthly increase since the Reserve Bank started recording the data 12 years ago.'

Posted in [News](#) Friday, July 30, 2010 - 11:00am, [Gareth Vaughan](#)

So if your office is a bit quiet you haven't offended anyone or your entire community, its impacting everyone.

Will it come right? Of course it will. People have to and want to shift. Ask a

Real Estate agent and it's a good time to buy.

Although we can't drag clients off the street for you we can help you prepare for the rush once things heat up again.

There are some truly variable costs such as telephone calls, fax and post. However, there are also some that are semi-variable such as staff costs. If it takes 4 hours to do a conveyancing transaction one person can do between 5 and 15 transactions per week (time to spare or

really over worked). If you get over 15 transactions you either need to hire someone else, turn the work away or make it less than 4 hours to complete.

We are trying our best to bring down the time it takes you to do a conveyancing transaction. For example, the propel-ic secure messaging allows you to ask the lender a question and then get on to the next file while you await the answer. Never make a follow-up call again!

*"It may be quiet at the moment but it is the perfect time to prepare for the rush that will follow"*

## More training sessions are being scheduled

Prior to the next release of propel-ic we will be scheduling more training sessions around the country. Watch out for the times and places on the [www.propel-ic.net](http://www.propel-ic.net) website.

Until then please don't hesitate to ring our help desk with any questions. Within propel-ic there is online help and also a quick reference guide you can print out.

We can also run training

sessions just for your firm. Give us a call and we will either get there within 5 days or set-up an internet based training using a product called WebEx.

WebEx works by us sending an invitation by email. The invitation provides a link for you to download software and password to join the training. There is also a telephone conference call you can use to listen and ask questions during the presentation.

As you watch your PC you will see the complete systems in action and be taken through everything you need to work with propel-ic (its easier than it sounds).

We are also loading some short videos on the website to demonstrate propel-ic in action.

If you would like to arrange training give us a call.

*"If you would like us to run a training session for your firm give us a call. We can run internet based training at any time"*

## Contact Us

Level 13  
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Auckland  
New Zealand  
Phone: 0800 667 685  
help@propel-lc.net

## COMMENTS

Visit "Law Firm Comments" (some call it a blog) at [www.propel-lc.net](http://www.propel-lc.net) or email [help@propel-lc.net](mailto:help@propel-lc.net)

## The last word ...

### A National Electronic Conveyancing System – the last piece of the puzzle

New Zealand has always featured at the top of the World Bank rankings as the country that is the most efficient and safe when it comes to the settlement of land transactions and perfecting interests in land.

Through our associated company in Melbourne, we know how difficult, costly and inefficient it can be trying to settle in a country that ranks 27<sup>th</sup> on the same scale.

The main point of difference between the two jurisdictions is the involvement of lawyers in the settlement process. While they play a part over the ditch, the lawyers' and conveyancers' part is small compared to that of the banks who look after their own stamping and registration.

The involvement of lawyers

in New Zealand is one reason why this country is placed at the top of these world rankings.

The first part of the puzzle that is a national electronic conveyancing system was put on the board when lawyers agreed amongst themselves to flag away an attended settlement and established a protocol for a remote settlement.

This created an efficiency that other countries envy.

The next piece came from having one land registry and a government that understood the benefits and efficiencies offered by the electronic world.

Propel-lc is the last piece in the puzzle.

Once all lawyers and lenders are communicating and arranging settlements via propel-lc the electronic picture will be complete and the process from the

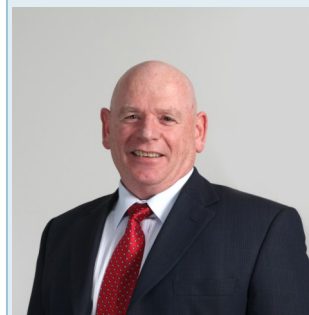
## Who are First Mortgage Services?

First Mortgage Services Ltd was founded in New Zealand and all staff managing the propel-lc product are based in Auckland. It is a wholly owned subsidiary of First American Financial Corporation.

First American Financial Corporation (NYSE: FAF) is a leading international provider of settlement services to the real estate and mortgage industries, that traces its heritage back to 1889. With revenues of approximately \$4.0 billion in 2009, the company offers its products and services directly and through its agents and partners in more than 60 countries.



# First Mortgage Services



**Chris Barry**  
Chief Executive Officer  
First Mortgage Services Limited

start of a transaction, through to settlement and registration will be completely electronic.

When we talk to banks about propel-lc one question we are always asked is "but will the lawyers use it?".

So it seems that the journey that started with lawyers trusting each other to settle remotely can also be completed by lawyers showing the banks that they trust the banks to communicate with them in a secure environment.

Not through multiple channels that can get confusing but through one single secure web site - propel-lc.

Register – use propel-lc - ask your banks to use it too.