

Client Charter

The GlobalX promise to you.

Being Australia's leading technology provider of fully integrated legal and conveyancing solutions, it is our priority to advance the daily productivity of Australia's legal, conveyancing and business professionals. We are committed to developing and supporting these solutions and services which are used by thousands of law firms, conveyancers and associated businesses, with the goal to provide the absolute best in online solutions and in-person services for all your information search, workflow software and property settlement needs.

Built on 20 years of innovation and industry firsts, we believe in what we do! We are a customer-orientated and results orientated technology partner that continues to evolve to enable our clients to do more, in less time—and we promise to do it better than our competitors. We think global but act local, offering the absolute best in legal productivity solutions and services.

Regardless of our structure, our goal is to position GlobalX as the online service leader. This Charter simply and clearly states our service commitment to our clients.



The GlobalX promise to you.

We have a passion for customer service and promise to continue to offer our clients the very best service possible—from searching to settlements, to software innovation and integration. We promise to ensure that our vision of being the leading provider of fully integrated legal and conveyancing solutions in Australia remains alive and well, and that we live by our core values.

Our core service values.

At GlobalX, our core service values are more than just words, they are embedded in our everyday activities.

1 Accessibility and Responsiveness

Being accessible and responsive to client needs is important to us. At GlobalX, we pride ourselves on providing the industry's longest helpdesk support hours. From 7am–7pm, Monday–Friday (AEST) our clients can connect with one of our passionate, dedicated and experienced team members.

We value the sense of urgency, ensuring that you are contacted promptly following your initial inquiry whether it is via email or phone. We deliver results in the fastest time possible. We are inspired to do more for our clients because we believe in what we are doing.

We act locally, but think globally in our operations. We offer more than our competitors and believe we have the best people on the ground locally to provide our clients with the service and experience needed to get the job done. We have the local knowledge and truly national presence with dedicated and experienced legal professionals in Brisbane, Sydney, Melbourne, Perth and the Gold Coast ready to work hard for you, whether that be related to your information search, property settlements, stamping, lodgments, court filing or software needs.

We don't take 'no' or 'that will never work' for an answer. We believe in having a positive and optimistic (yet realistic) attitude about everything we do.

2 Quality and Dependability

We celebrate our success as Australia's leading provider of technology solutions that deliver productivity for legal professionals. We are a company that clients can depend on for robust, yet refined innovation and quality services.

20 years on, and we continue to work with industry bodies, innovators and our clients to deliver new, smarter ways to work via our software and services.

It is important to note that at GlobalX, we:

- Constantly remain focused on enhancing services and increasing our product portfolio to be the largest within the Australian Market.
- Ensure the management and delivery of timely and accurate information is central to everything we do.
- Continue to exploit technology wherever possible to resolve the information challenges our clients face.
- Our National Client Care Centre is staffed from our Brisbane operations and supported by teams in Sydney, Melbourne, Gold Coast and Perth.
- Have a strong focus on making every interaction with our clients of value and ensure that we:
 - 1) raise the quality of our searching and settlement services across Australia and
 - 2) achieve greater national consistency in the way we service all clients.
- Own, support and process all of our own technology which is unique in this industry, allowing us to remain highly responsive without abrogation in relation to service and services.
- Pride ourselves on delivering search results secure to the user; that is why each client has their own unique account and username and password to ensure that all requests are only seen by you and the GlobalX team – all transactions, search results and billing is linked back to your account for one easy to access.
- Do not lock our customers into contracts as we believe our clients will continue to choose us and trust us while we deliver on service promises.
- Have experience staff trained in handling errors, mistakes, complaints or failures with priority.
- Have quality checking in place, and only appropriately skilled staff process information searching requests.

All GlobalX team members act in the capacity of quality control to ensure requirements are being met for all services and products.

3 Continuous Improvement

We believe in operational excellence and realise that there is always room for improvement in everything we do. That means our work is never done—we are always evolving! In order to be the leading provider, we need to continuously innovate as well as make incremental improvements to our operations and solutions. We place a strong focus on research and development, and proactively work with the industry to ensure we are at the forefront of legal services.

We are a business built on innovation, being the first Australian company to make land titles available online in 1994. We have continued to innovate and create an environment where our employees have the freedom to be creative and develop new ways of adapting technology to generate efficiencies and competitive advantage for our clients.

Most recently we became the first provider of electronic conveyancing to market for legal and conveyancing practitioners throughout our software and online solutions.

We use mistakes as learning opportunities.

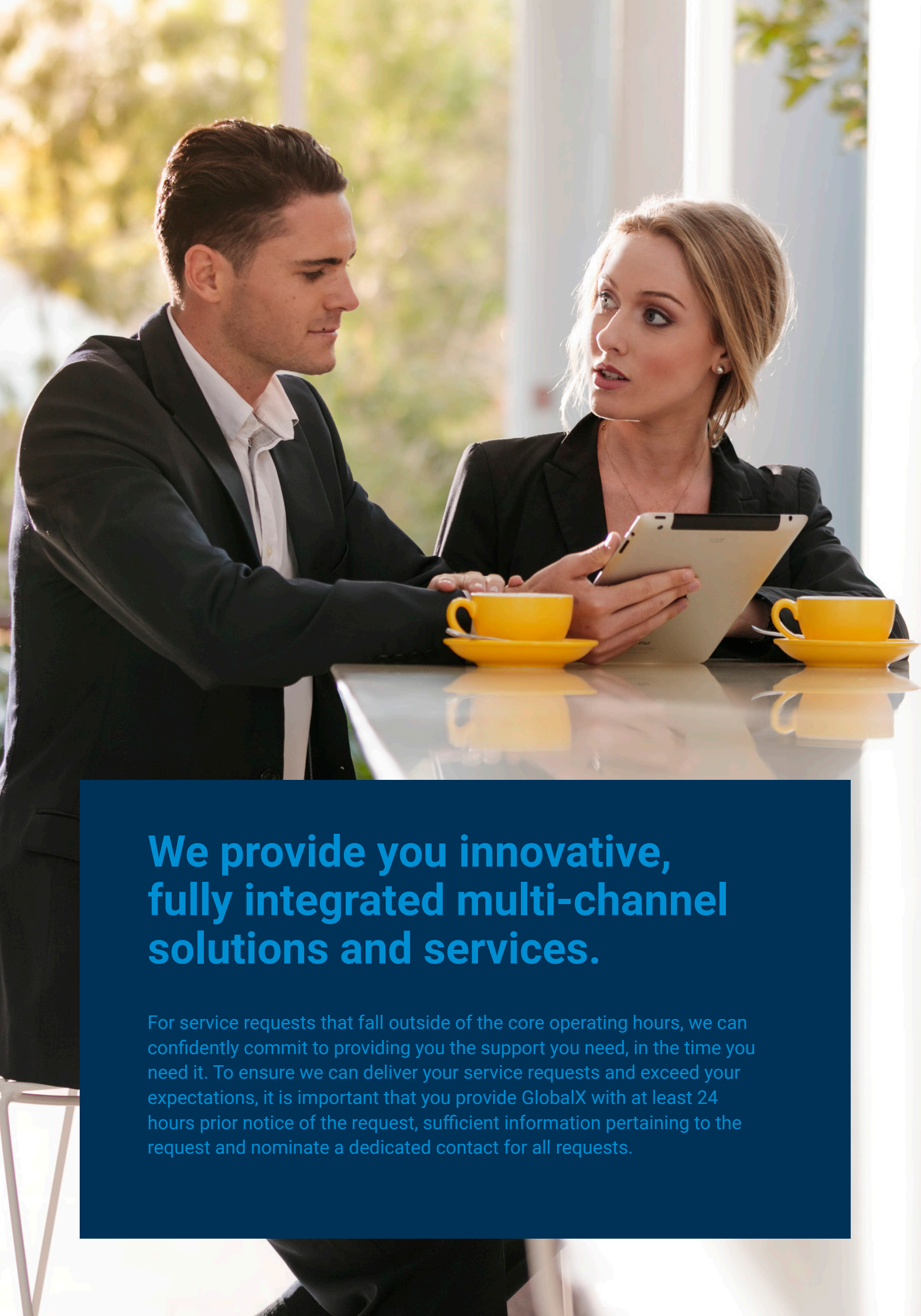


Our people are part of our solutions.

As a client of GlobalX, you are part of our family. You join a family of more than 250 people that will care and go above and beyond for each other and you.

We believe in providing our clients a dedicated Account Manager, who is their single point of contact. Our people are experts in their field and have a passion and commitment to driving successful outcomes for our clients and their business.

At GlobalX, we also provide support for all your technical enquiries and one-off search, settlement and software enquiries.



We provide you innovative, fully integrated multi-channel solutions and services.

For service requests that fall outside of the core operating hours, we can confidently commit to providing you the support you need, in the time you need it. To ensure we can deliver your service requests and exceed your expectations, it is important that you provide GlobalX with at least 24 hours prior notice of the request, sufficient information pertaining to the request and nominate a dedicated contact for all requests.

GlobalX Search

We are Australia's most comprehensive provider of land and property, business, consumer and international online information. Our clients have access to 2,000+ searches live to the desktop within seconds.

We offer an intuitive, online platform that empowers significant workflow efficiency gains, with pre-population of data, unique reports and related searching—enabling users to do more, in less time.

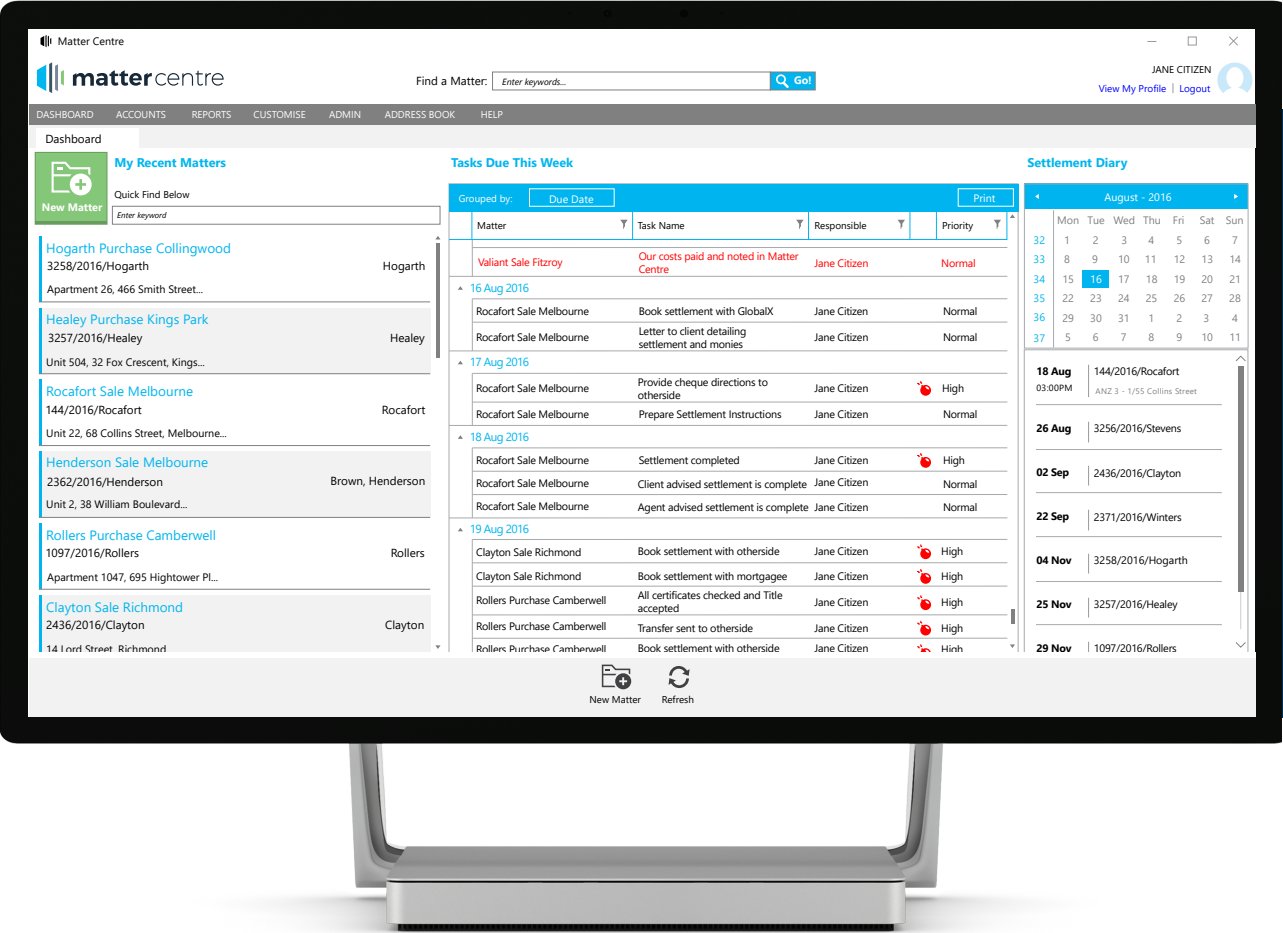
Our products and compliance are renowned within the industry both at the competitor and provider levels, this coupled with our ability to source new services is testament to our commercial capacity.

Our service promise:

- Take your calls with priority between 7am and 7pm, Mon–Fri (AEST) and respond to your emails during core business hours.
- Provide you with the best price guarantee for all search products.
- Provide you exceptional customer service, support and training at no extra cost.
- Save you time—we offer additional services for project work fulfillment for the manual searching of information.
- Provide all QLD, NSW, VIC and WA property information via the land registries live to your desktop within seconds. This is subject to availability via the authority.
- Provide all SA, NT, ACT and TAS land registry searches ordered online, to you within 30 minutes from the time of being ordered. This is subject to the authority functioning as per normal.
- Deliver ASIC, PPSR and AFSA business and consumer information and services live to your desktop.
- Provide all council property certificates within the designated authority turnaround time frame—or they're on us!
- Ensure that all certificates received from the authority are uploaded to your intelli-Doc.
- Seek to order all certificates via the fastest means possible in every instance.
- Proactively monitor and follow-up with a sense of urgency all incoming inquiries.
- Always contact you to advise of any delays with your request.
- Always inform you of any service provider related issues.
- Provide you with regular on-site training at no cost to ensure you can effectively use the GlobalX Search system.

Matter Centre

Conveyancing Workflow



GlobalX offers Australia’s next-gen conveyancing workflow solution for legal and conveyancing professionals—Matter Centre. Our \$0 cloud-based software offers customisable workflow, integrated forms, contracts and precedents—with direct access to GlobalX Search, PEXA and our settlement booking and attendance services. The latest innovation in the market, Matter Centre is scalable and encompasses intelligent pre-populating forms, documents and information search.

Our service promise:

- To deliver next generation features with the latest in cloud technology for conveyancing practitioners.
- Provide direct access to a local team of Matter Centre experts dedicated to supporting any technical needs.
- Take your calls and respond to your emails (within 30 minutes) during core business hours.
- Provide end-to-end support for software releases, training and integration solutions.
- Always work hard to resolve problems as quickly as possible.
- Prioritise our Support Desk resources to address the most critical support requests first, in order to minimise disruption to your business.
- Notify you of any escalation of issues requiring resolution; provide you with available time estimates for a resolution, and continue to be in contact with you until the issue is resolved.

Installation:

Matter Centre can be self-installed by any user in less than 5 minutes.

When you receive your start-up pack, it will include the link to your Matter Centre solution and all the information you need to help you get set up and started. This includes tips on how to configure settings, permission-based rules and upload document templates so you can automate existing business processes with your new Matter Centre system. Our ‘out of the box’ templates and predefined settings make it so easy to start new files in Matter Centre without delay.

- A request to start using Matter Centre is received.
- A unique system link is generated and emailed with installation instructions (this includes individual login details for additional users).
- Installation is completed by the user in under 5 minutes.*
- The user may reference help files as necessary to start using and/or configuring Matter Centre.

* Free support available to walk you through the process.

Software Updates:

- Cloud technology makes updates seamless; new releases, features and enhancements are prioritised with feedback from conveyancers.
- Updates are pushed out to all users without causing any interruption to business.
- As a courtesy, users are notified of all upcoming releases, so you can be prepared for change.
- Enhancements and updates are included in your \$0 software fee.

Support:

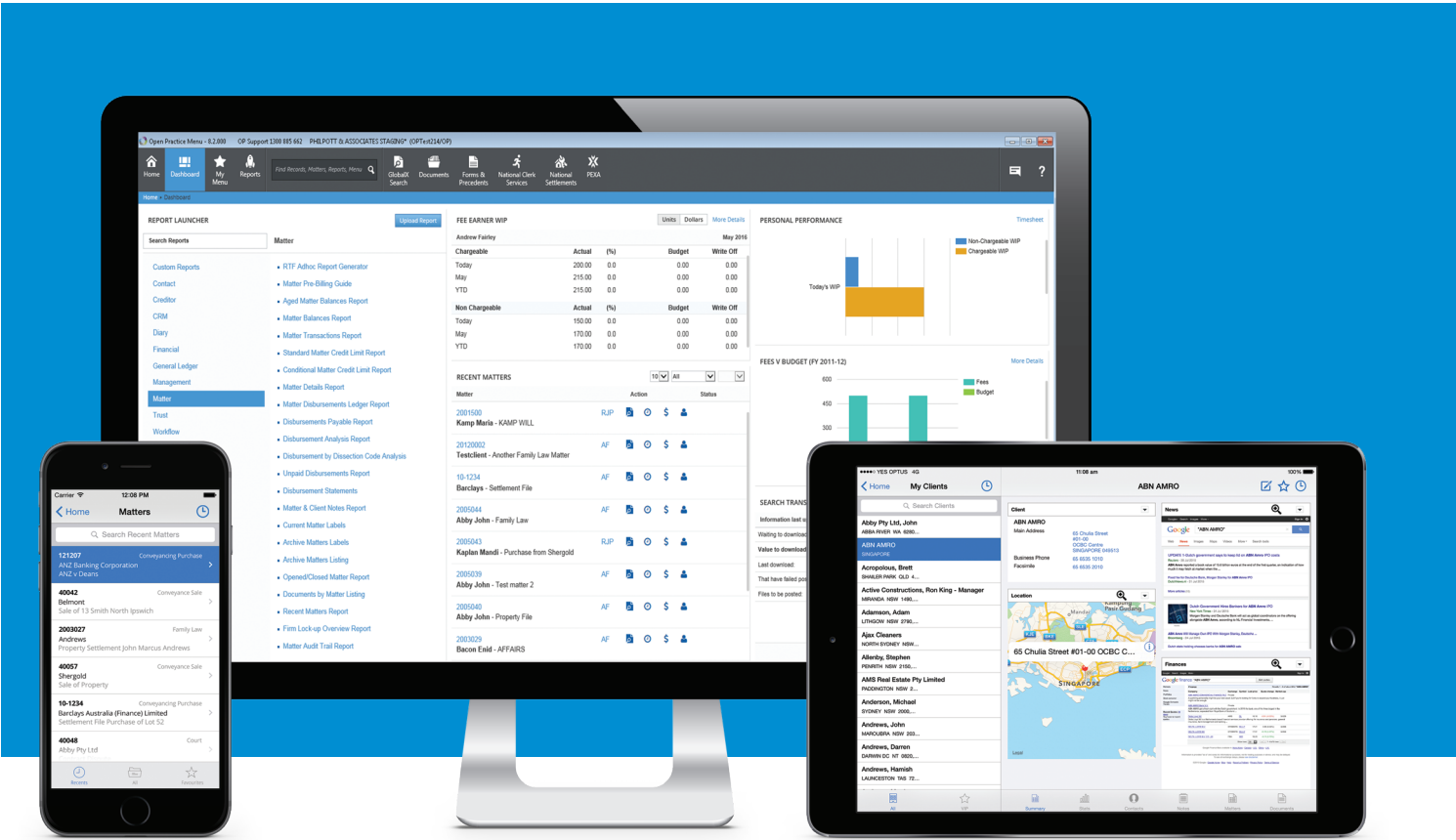
Matter Centre is so easy to use that it is unlikely you’ll require detailed support. However, users maintain access to a range of free support resources—including documentation via the Help Section in Matter Centre, training via our regular webinars, and phone and email access to our local team of product experts on the Matter Centre Helpdesk.

Our helpdesk is manned between 8.30am and 5.30pm AEST, Monday to Friday, during which time you can phone 1300 727 686 or email mcsupport@globalx.com.au for:

- Forgotten password or login details.
- User guidance or support when can’t find how to complete a task in product documentation.
- Logging product issues, or software bugs.
- Requesting additional users.
- Ceasing your Matter Centre subscription.
- Forwarding product feedback or suggestions for development.

Open Practice

Legal Practice Management



We offer one of Australia’s most robust practice management software solutions—Open Practice. Currently used by more than 500 law firms, this customisable, integrated solution at its core delivers a robust accounting package and matter-centric workflows. It offers trust, firm and matter accounting, time-recording, billing, matter and client management facilities, in addition to integrated access to a national precedents library, a document management system and direct access to GlobalX Search.

Our service promise:

- To deliver best practice technology solutions for the legal and conveyancing community.
- Provide direct access to a local team of Accounting and IT professionals dedicated to supporting all latest version Open Practice related technical needs.
- Take your calls and respond to your emails (within 1 hour) during core business hours.
- Provide end-to-end support for software implementation, training and upgrades and integration solutions. Always work hard to resolve problems as quickly as possible. However, given the range of possible issues and solutions, we can't give guaranteed resolution times.
- Prioritise our Support Desk resources to address the most critical support requests first, in order to minimise disruption to your business.
- Handle all requests in accordance with our Response Procedures: Critical, Medium, Minor, Cosmetic.
- Notify you of any escalation of issues requiring resolution; provide you with any available time estimates for resolution, notify you of when the next update will be provided and continue to contact you until the issue is resolved or it has been determined that a resolution requires a software update.

Upgrades:

- Perform upgrades and installation of service packs at no cost to you during hours of operation, provided your system meets the necessary requirements. We will agree a date and time with you for the upgrade to be performed and will email you to confirm your requirements.
- Provide you with the support to perform an upgrade outside of our Hours of Operation. This can be scheduled, but a cost will be charged for this service. Please contact us if you would like to discuss this option.

What we require of you:

- If you are experiencing a “Critical” or “Medium” issue, you must contact us by telephone and have a dedicated resource available to work with us on the issue during our Hours of Operation.

Data Review:

- In order for us to investigate and accurately diagnose an issue, it is sometimes necessary for us to have access to a copy of your database so that we can conduct a Data Review. In those circumstances, we will ask you to send us a current backup of your Open Practice Database. We will make this request by email and provide details of where to send the backup.
- When we request a Data Review, your support request will be placed in “pending” mode and put on hold until we receive the requested backup. After five business days in “pending” mode, we will send you an email reminder. After a further three business days, we will send you another email reminder. If we don't hear from you within ten business days of our initial request for the backup, we will close the log in our Support Desk System.

At any time you feel that we are not delivering on our service promise, our management team is on hand to be responsive to your individual feedback and requirements.

IDSecure

Verification of Identity



IDSecure offers the fastest, most compliant and easy-to-use fully integrated Verification of Identity (VOI) solution to meet the needs of Australian legal and financial professionals. Meet your obligations and increase efficiency as you capture, manage and securely store all client VOI reports with IDSecure.

Our VOI platform is built on simplicity, security and integration and available via GlobalX Search, Matter Centre, Open Practice and a network of over 20 practice and document management systems. Use IDSecure to verify your clients at the office, on-the-road or by using one of our trusted professional agents.

Our service promise:

- Take your calls with priority between 7am and 7pm, Mon–Fri (AEST) and respond to your emails during core business hours.
- Provide you exceptional customer service, support and training at no extra cost.
- Provide end-to-end support from our in-house VOI team for new product releases and integration solutions.
- To deliver new updates seamlessly to users without causing any interruption to business.
- To ensure your VOI data is encrypted and securely stored for the 9 year period.
- Proactively monitor and follow-up with a sense of urgency all incoming inquiries.
- Provide you with regular on-site training at no cost to ensure you can effectively using IDSecure to its full potential

Settlements, PEXA & Legal Support Services

GlobalX is the largest and most experienced provider of Conveyancing and Legal Support Services for Australian legal and conveyancing professionals.

With over 150 conveyancing support experts across six offices, we promise to always offer the most comprehensive services across the nation, including seamless PEXA integration throughout our online, software and workflow solutions.

We promise to be leaders in:

Integrated services with Matter Centre + Open Practice

Property Settlement Services

PEXA Integration

Land Registry Services

Collection Services

Stamping + Duty Assessment Services

Court + Commercial Filing Services

Verification of Identity (VOI) Services

For a detailed list of our services, including service level agreements contact us today.





How you can help us?

- Provide us with accurate and timely information when required.
- Advise our team of any changes to information provided.
- Provide access to your system when required.
- Inform us immediately of changes that may influence service provision.
- Update and ensure individual user details are correct.
- Provide feedback.
- Respond in a timely manner to queries to ensure timely service.

We take data security seriously.

At GlobalX we take information security extremely seriously. With attention to risk management, dedicated security staff, independent testing and best practice software development, we know we are well placed to support the needs of your business now and in the future. All your data is stored within our production network which is highly secure and managed by our dedicated Infrastructure team. There are multiple levels of firewall and virtual separation between the various network segments and we actively monitor for breaches.

We will provide you with tailored solutions and project management services.

We are a flexible and responsive business partner that can provide specialised project management services for 'out of the box' client needs. This means, we will do something that is a little unconventional and innovative!

We are committed to going above and beyond and have the people and experience to facilitate mid-to-large scale information search and specialised property projects with professional efficiency. We promise to provide you with a dedicated contact resource and a guaranteed price and delivery timeframe.

All you need to do is ask us!

We continuously measure our customer service.

At GlobalX we place a lot of emphasis on customer service and exceeding our clients expectations. Through continuous research and development we strive to better understand our clients needs and improve the quality of our products, services and customer experiences. We carry out bi-annual independently conducted research for ongoing customer satisfaction monitoring. This research also provides the business direction on where effort should be invested in the future to drive better customer service outcomes.

We value your feedback, enabling us to serve you better.

We value your relationships and believe that strong, positive relationships that are open and honest are a big part of our success. A key ingredient in our future success is to always hear from our clients. It is good for us to listen and for our clients to communicate. Open, honest communication is the best foundation for any relationship, so we welcome your feedback at anytime!

You can provide feedback by:

- Email feedback@globalx.com.au
- Contacting your Account Manager directly
- Phone 1300 885 662
- In writing to our Head of Operations & Customer Experience, GlobalX, GPO Box 2746, Brisbane QLD 4001

Our Head of Operations & Customer Experience will acknowledge your contact on the day of receipt if you are contacting us via email. When writing to us by mail, on receipt we will return post an acknowledgment to you. We will then follow up with a detailed response within 2 business days where possible, pending the complexity of the situation.

Your privacy is important to us.

Your privacy and security of information is of top priority. The confidentiality and security of any information provided is held in accordance with GlobalX's privacy policy, and in line with the Privacy Act 1988 (Cth).

The latest version of our **Privacy Policy** will always be available on our website (globalx.com.au). You may also request a hard copy of this Privacy Policy at any time.

Contact Us

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