



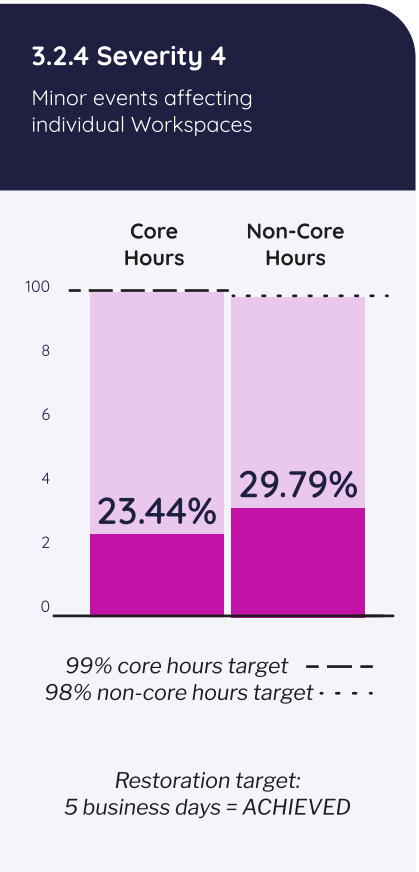
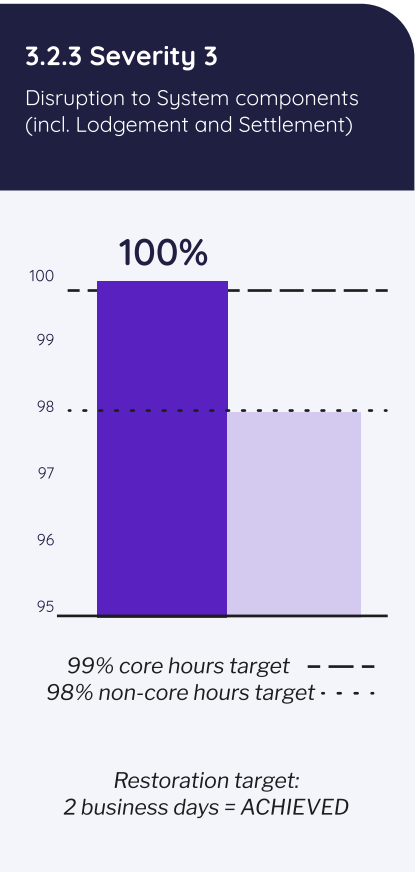
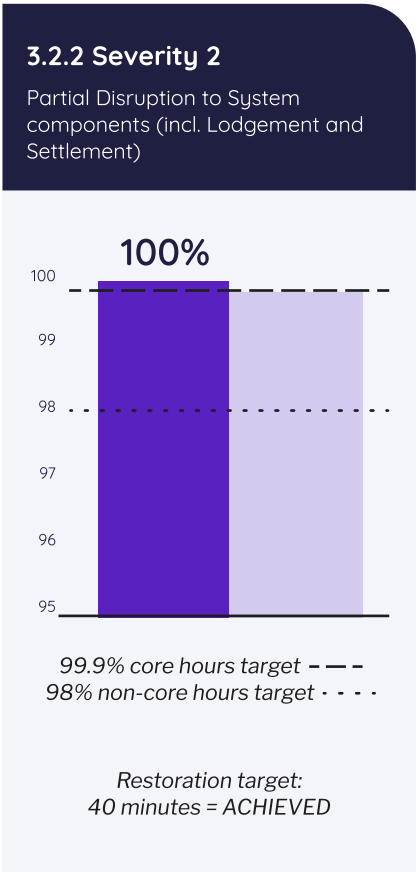
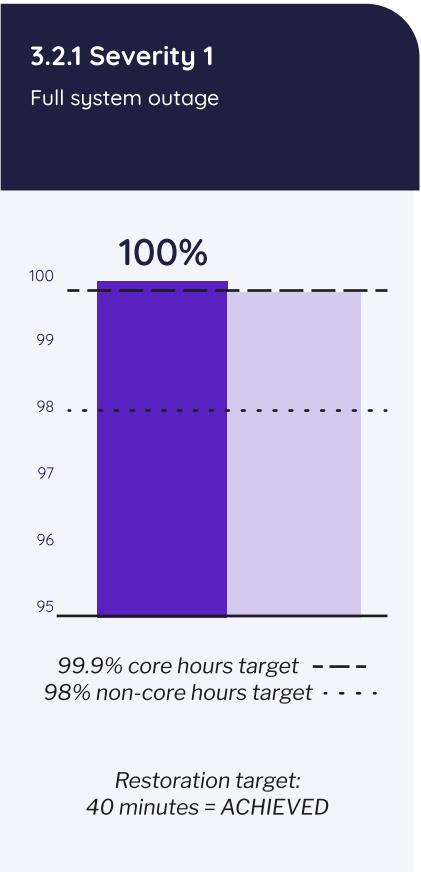
**MOR v7.2** was introduced 29 June 2026 and includes new incident classification criteria.



In July 2026, there were **no outages or service disruptions** affecting availability of the PEXA platform. Outages caused externally by financial institutions, land registries or revenue offices do not contribute to these figures.

Availability

System Disruption



Isolated Workspace Incidents

- **130K+** Workspaces settled in July 2026.
- 70 Workspaces or **0.05%**, were impacted by isolated events affecting those individual Workspaces (Severity 4).
- 3 Workspaces encountered issues with settlement at their scheduled time.

**Key Terms:**

PEXA - Property Exchange Australia

SUBSCRIBER - A person who is authorised to use PEXA to complete conveyancing transactions on behalf of another person or on their own behalf.

CORE HOURS - 6:00am to 10:00pm AEST/AEDT

NON-CORE HOURS - 10:00pm to 6:00am AEST/AEDT

Complaints - General



Complaints - Refusal to Accept Subscriber



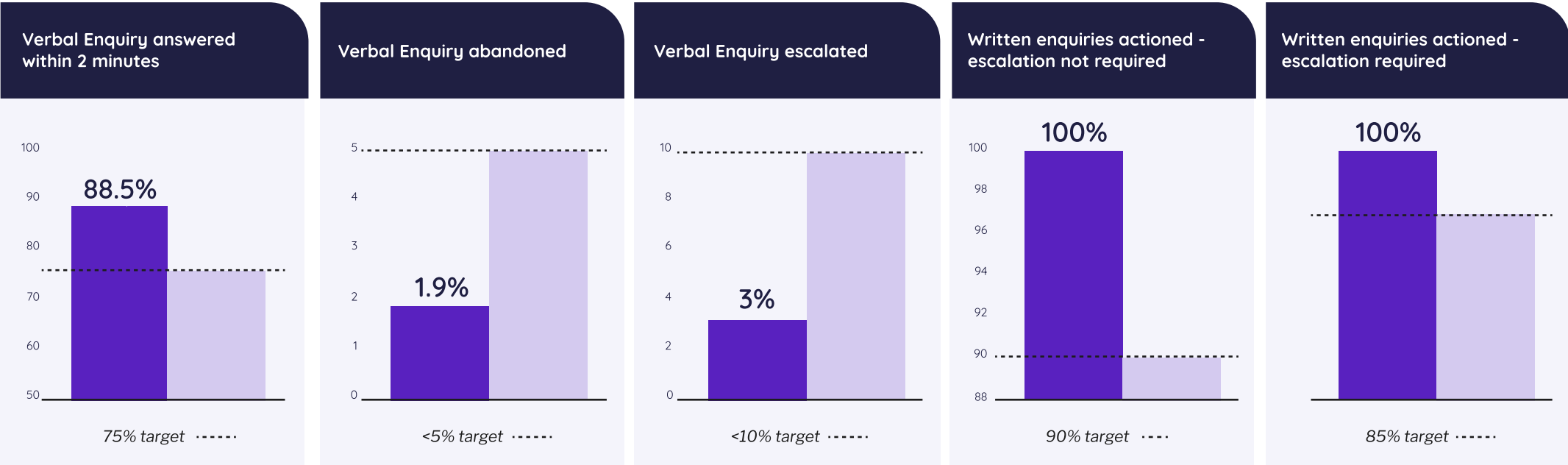
Complaints - Subscriber Training



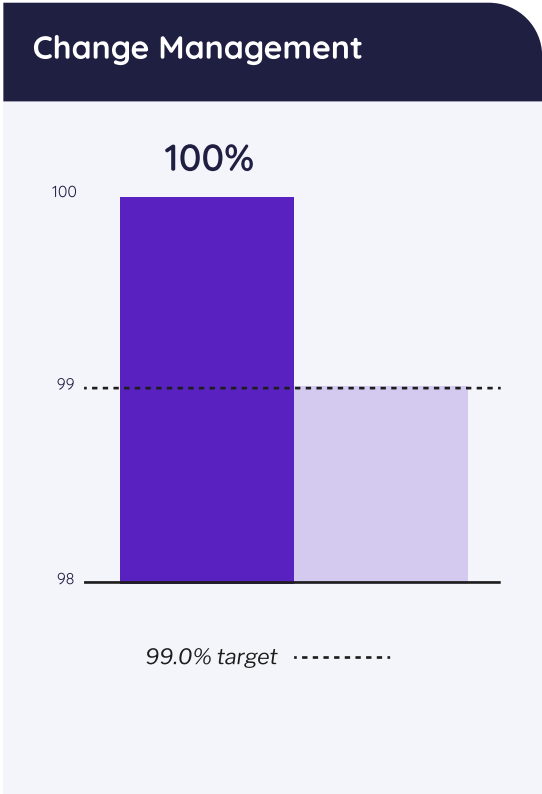
**Comments:**  
(Justified/Resolved = 1) - Customer Service complaint that stemmed from incorrect information being provided

**Measurement:**  
COMPLAINTS - PEXA has the obligation to capture and track all inquiries and complaints that flow through to the company. All information will be used for continuous improvement and documentation for future references.

PEXA Customer Service and Timeliness



**Measurement:**  
TIMELINESS % = (successfully Actioned enquiries / total Enquiries) x 100  
ACTIONED - means when an Enquiry has been completed or resolved  
ENQUIRY - means any enquiry from a Subscriber or other Customer (including complaints and disputes)  
TOTAL ENQUIRIES - means the total number of a category of Enquiries received  
VERBAL ENQUIRY - means any communication delivered orally, whether in person, by telephone, video conference, or any other technology that enables real-time voice interaction between parties  
WRITTEN ENQUIRY - means any communication delivered in written form, including emails, electronic messages, website submissions, chat functions, instant messaging or any other digital platform or application used for the exchange of information between parties.



System Responsiveness (seconds)

1.308

+1.692 <3 second target

System Resilience

ACHIEVED

No same root cause more than twice within 6 months (target)

Recovery Point Objective

0

No data loss in July (<30 minute target)