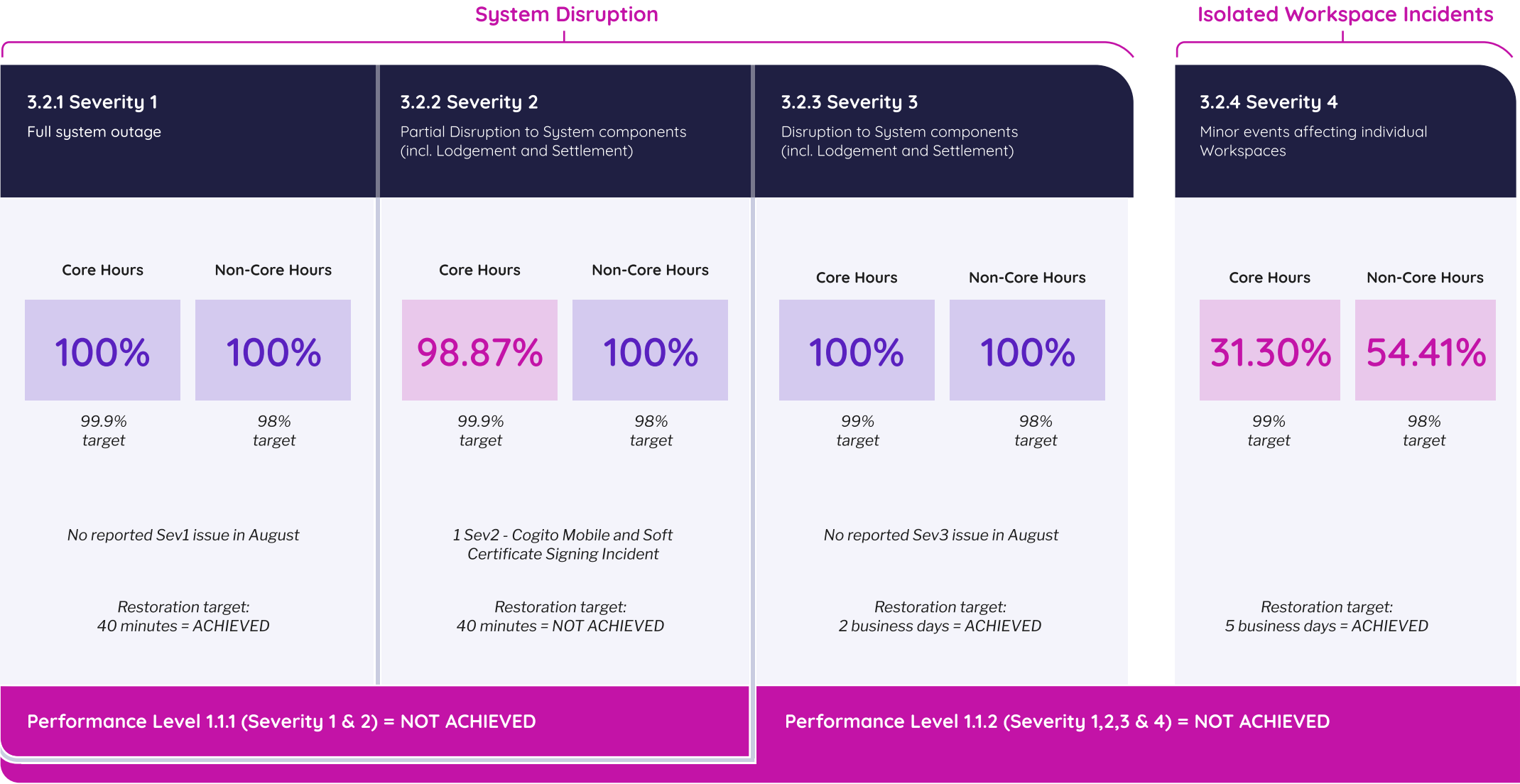


Monthly Availability



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

PEXA Complaint Management



Complaints - General



Complaints - Refusal to Accept Subscriber



Complaints - Subscriber Training



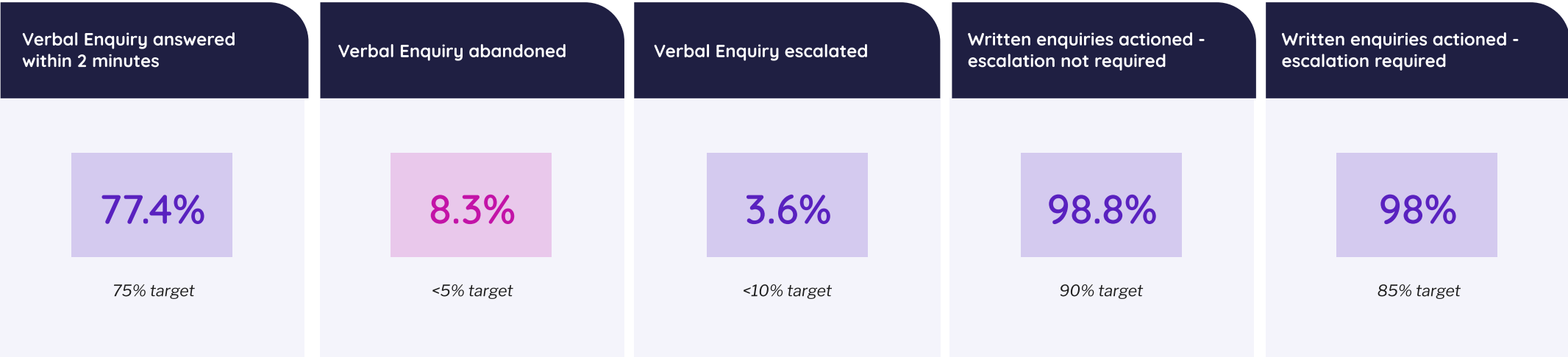
Comments:

2 of the justified complaints including the outstanding complaint related to the August 14th Signing Incident. The other justified complaints was a service complaint related to timeliness of communications in updating the customer.

Measurement:

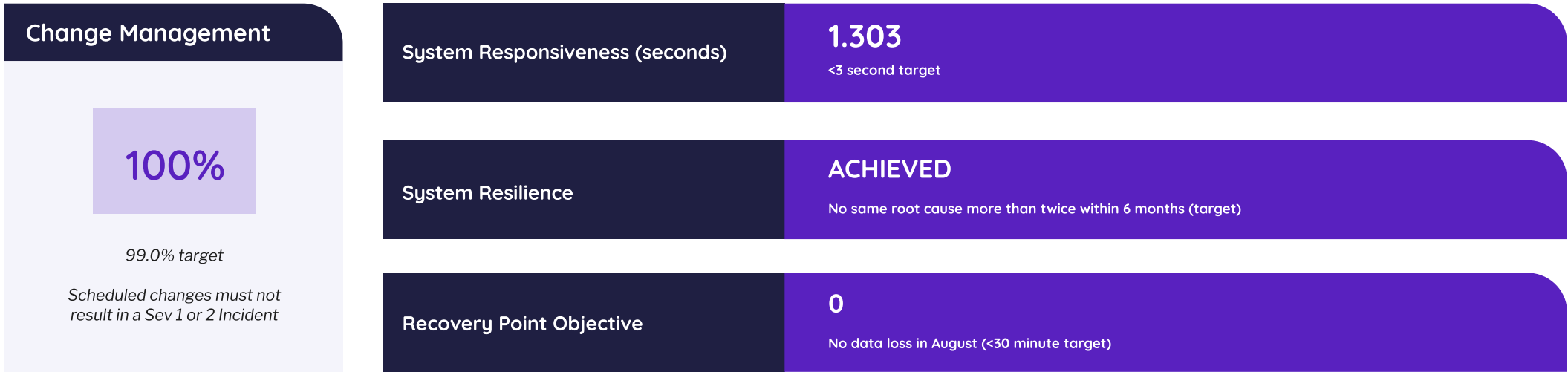
COMPLAINTS - PEXA has the obligation to capture and track all inquiries and complaints that flow through to the company. All information will be used for continuous improvement and documentation for future references.

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.



Scheduled Maintenance

- Saturday, 01 August 2026 08:00 - Sunday, 02 August 2026 00:00 AEST**
1 Scheduled Change - Without Downtime
- Wednesday, 05 August 2026 22:00 - Thursday, 06 August 2026 02:00 AEST**
1 Scheduled Change - Without Downtime
- Saturday, 08 August 2026 08:00 - Sunday, 09 August 2026 00:00 AEST**
1 Scheduled Change - Without Downtime
- Wednesday, 12 August 2026 22:00 - Thursday, 13 August 2026 02:00 AEST**
2 Scheduled Changes - Without Downtime
- Friday, 14 August 2026 22:00 - Saturday, 15 August 2026 02:00 AEST**
2 Scheduled Changes - Without Downtime
- Saturday, 15 August 2026 08:00 - Sunday, 16 August 2026 00:00 AEST**
2 Scheduled Changes - Without Downtime
- Wednesday, 19 August 2026 22:00 - Thursday, 20 August 2026 02:00 AEST**
1 Scheduled Change - Without Downtime
- Friday, 21 August 2026 22:00 - Saturday, 22 August 2026 02:00 AEST**
1 Scheduled Change - Without Downtime
- Saturday, 22 August 2026 08:00 - Sunday, 23 August 2026 00:00 AEST**
1 Scheduled Change - Without Downtime

- Monday, 24 August 2026 22:00 - Tuesday, 25 August 2026 02:00 AEST**
1 Scheduled Change - Without Downtime
- Wednesday, 26 August 2026 22:00 - Thursday, 27 August 2026 02:00 AEST**
1 Scheduled Change - Without Downtime
- Friday, 28 August 2026 22:00 - Saturday, 29 August 2026 02:00 AEST**
3 Scheduled Changes - Without Downtime
- Monday, 31 August 2026 22:00 - Tuesday, 01 September 2026 02:00 AEST**
1 Scheduled Change - Without Downtime

Measurement:

All scheduled maintenance activities performed during Non-Core Hours where PEXA has provided prior notice, including, but not limited to, system upgrades, implementations, functionality deployments, and system upkeep.