



LIVE IN THE
NEW NORTH

Dear Purchaser

From 1 July 2026, there is a small change to how we work with our clients that we wanted to make you aware of.

New Australian laws now require firms like ours to verify who our clients are before starting work. It's the same kind of check your bank does when you open an account. It's nothing to worry about, and most people should find it quick and simple. The goal is to ensure Australia remains a safe and transparent place to do business.

What we'll ask you for

Depending on your situation, we may need the following:

Proof of who you are: A photo of your passport & driver's licence is usually all we need.

Business details: If a company or trust is involved, we'll need to know who is ultimately in charge of it.

Source of funds: For some transactions we may ask you to confirm where your funds are coming from. This could be as simple as letting us know it came from your savings, the sale of a property, or a gift or inheritance. We'll let you know if we need this from you.

How it works

When we need to verify your details, we'll send you a secure link by SMS or email. You can use it to upload your documents straight from your phone and it only takes a few minutes.

The platform we use easyAML, is Australian-built and your information is kept private and secure.

Please note that other parties involved in your transaction may make similar requests separately. This is normal and expected.

We appreciate your cooperation in helping us meet these new professional standards and play our part in safeguarding the Australian financial system. If you have any question how these changes apply to you, please let us know.

Kind regards,

Sue Edwards
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