

Network Law Service standards

Network Law recognises the critical role it plays in the supply chain to mortgage lenders and their customers and that it must deliver on time and in a consistent manner.

The table below shows each service and its maximum turnaround time (business days):

Service	Turnaround time (days)	Features
Instructions	1	Every set of instructions is actioned on the day of receipt, where received before 2 pm. In other cases, they will be actioned no later than the following business day.
Full Mortgage Service - Dispatching documents	2	Providing the information is complete and correct, mortgage documents will be dispatched in accordance with mortgagee's instructions within two business days of receipt of the instructions. If not complete and correct, within two days of complete and correct instructions.
Full Mortgage Service - Posting completed files	10	Security documents will be returned to the mortgagee within ten business days of receipt of the registered documents from the relevant States' Titles Office.
Lodgement of documents for registration	5	Documents will be lodged for registration within five business days of the documents being received.
Complaints	1	Any complaints whether written or oral will be responded to within 24 hours of receipt, either by way of solution, where one is readily apparent, or with a proposed course of action where the complaint is more complex.