



MSA - Automatic Electronic Document Delivery

From **17 April 2023** all eligible applications sent to MSA for document preparation, will be issued to the customer electronically.

Why?

- Enhanced customer experience and faster settlements.
- Reduction in re-work and carbon footprint.
- Further visibility for you and your customers.
- No additional work.

How?

- All solicitor instructions will state to deliver all documents electronically via DocuSign, regardless of instructions loaded in ApplyOnline.
- Where the customer has given specific delivery instructions, this will be included on the solicitor's instructions for MSA to follow.
- If the file is ineligible, documents will be delivered via post to the customer.
- Specific non-electronic delivery requests must be emailed to the [TPMO Documentation Mailbox](#) for actioning.
- After MSA has sent documents via DocuSign, a customer can opt-out of digital documents by declining consent in the DocuSign portal; noting a joint loan will be applicable for both customers.
- If declined, paper documents will be issued and posted to the clients (note: this may delay settlement).

All eligibility criteria remains the same.

If you have any questions, please contact Select Assist on 1300 738 336 or your Partner Relationship Manager.

Regards,

