



# Review of Electronic Lodgment Network Operator service fees: Call for submissions

19 August 2025

## IPART is commencing its review of ELNO service fees

Electronic conveyancing (eConveyancing) is the digital completion of a conveyancing transaction and is used to settle many conveyancing transactions in Australia. The most common transactions are property transfers (usually when a property is sold) and refinances (when a property owner changes mortgage provider).<sup>1</sup> eConveyancing transactions take place on Electronic Lodgment Networks (ELNs). There are currently 2 operators of these networks that provide eConveyancing services: Property Exchange Australia (PEXA) and Sympli.

IPART has been asked to investigate and make recommendations on the fees Electronic Lodgment Network Operators (ELNOs) may charge for eConveyancing services. This review is the second task that the NSW Government has requested from IPART following our [Review of a national pricing regulation framework for interoperable eConveyancing transactions](#) between ELNOs.

We are seeking input from all interested stakeholders on the regulation of ELNO service fees. This paper explains what we have been asked to do and consider and seeks your feedback.

## Why are we reviewing ELNO service fees now?

Under the current ELNO requirements an ELNO may:

- charge services fees in accordance with its pricing policy and if so, must publish its prices and not charge greater than the amounts published
- from 1 July 2019 to 30 June 2026, increase its service fees as published once per year by no more than the annual change in the Consumer Price Index (CPI)
- request approval from the Registrar for other proposed changes to its prices.<sup>2</sup>

IPART reviewed ELNO service fees in its 2019 [Review of pricing regulation of eConveyancing services in NSW](#), comparing prices of an efficient benchmark ELNO and PEXA, which at the time had effectively 100% of the NSW market. Our review found that PEXA's prices were reasonable, that maximum prices for all ELNOs should be set at PEXA's prices and that increasing by CPI once per year was an appropriate way to regulate these fees.<sup>3</sup>

Conditions have changed since ELNO service fees were last reviewed in 2019. For example, the ongoing reforms to implement interoperability and increasing transaction volumes are likely to have impacted costs for ELNOs.

This review will investigate changes in input costs and explore what has changed in the market since our last review including the level and nature of competition. We will establish whether there is an ongoing need for price regulation of ELNO services, and if so, how these fees should be regulated.

Pricing schedules for the 2025-26 financial year can be found on each of the ELNOs' websites:

- [PEXA](#)
- [Sympli](#).

What have we been asked to do?

Our [Terms of Reference](#) ask us to investigate and make recommendations on:

- 01 Whether ELNO fees should continue to be regulated.
- 02 If so, whether a regulated method or level of price should apply. If so,
  - what that method or level of price should be
  - when that method or level of price should apply.
- 03 Future adjustment and review processes for ELNO service fees.

In undertaking this review, we have been asked to consider:

 <p>Supporting and promoting competition</p>	 <p>Promoting ongoing investment by ELNOs</p>	 <p>Efficient costs of providing services</p>	 <p>Equitable access across Australia</p>
 <p>Reasonable prices across Australia</p>	 <p>Current and evolving market structure</p>	 <p>Avoiding unnecessary regulatory or administrative burdens</p>	 <p>Any other matter IPART considers relevant</p>

## We seek your input on this review

We want to hear from all interested parties on key issues and information we should consider for this review. You can make a submission on our Terms of Reference, as described above, and any other issues you consider relevant for us to consider. For example, we are interested in hearing about:

- the level and nature of competition in the ELNO market and where it is headed
- changes in the market including changes to the barriers to entry
- impacts of the current form of regulation, for example, to what extent has this protected ELNO subscribers from non-competitive prices, or allowed ELNOs to recover their efficient costs?
- subscribers' experiences of transaction services used and service fees paid
- costs of and cost drivers for different transaction types.

## Next steps



We welcome written submissions via our website until **19 September 2025** and will consider all stakeholder feedback in response to this paper as we commence our review of ELNO service fees. There will be further opportunities to provide input throughout our review, including in response to our Draft Report which we anticipate releasing in March 2026.

<sup>1</sup> IPART, [Review of interoperability pricing for Electronic Lodgment Network Operators – Final Report](#), June 2023, p 1.

<sup>2</sup> Australian Registrars National Electronic Conveyancing Council (ARNECC), [Model Operating Requirements, Version 7.1](#), Operating Requirements 5.4, February 2025.

<sup>3</sup> IPART, [Review of the pricing framework for electronic conveyancing services in NSW – Final Report](#), November 2019, p 45.