

Q&A for Agencies



» **How long have we been in business?**

Keylaw has been operating for more than 10 years and has assisted clients through more than 200,000 property transactions across Queensland, Victoria and the Northern Territory.

» **Do we understand Real Estate?**

Yes. Unlike many AML providers entering the market from financial services backgrounds, Keylaw is a property law firm. Real estate transactions are the core of our business, and our AML platform has been designed specifically around the practical realities of property transactions.

» **Have we had any legal or regulatory trouble?**

No.

» **Does Keylaw's AML service cover all the tasks you need it to?**

Yes. Our system has been developed specifically to ensure Keylaw complies with our AML/CTF obligations and to enable the real estate industry to take advantage of our strict AML compliance through an AML reliance arrangement.

» **Can it grow as your business grows?**

Yes. Our systems are strong and scalable, and designed and managed by our in-house technology team.

» **Is the interface easy to use?**

Yes. The platform has been designed with a focus on simplicity, and minimising duplication of effort and cost.

» **Where is your data stored?**

Our data is stored in Australia.

» **Do we have security certifications?**

Unlike many technology providers, Keylaw develops and maintains its systems internally rather than relying on multiple third-party software providers. Systems are designed, managed and regularly tested by Keylaw's in-house development team, providing direct oversight of data security

» **What happens to your data if you leave?**

As a law firm, we are bound by strict obligations to store data securely for seven years.



» **Who in our company can access the data?**

Only legal staff who have undertaken AML training can access AML data.

» **What are our support hours?**

Our office hours are 9:00am to 5:00pm Monday to Friday.

» **Do we provide training for your team?**

Training and demos from our dedicated AML compliance team are available on request. Email aml@keylaw.com.au.

» **Is there a dedicated account manager or support team?**

Yes. Our dedicated team can be contacted at aml@keylaw.com.au.

» **What does it cost, and what's included in the price?**

Keylaw clients will pay an AML check fee of \$75 per person or entity.

» **Are there per-user or per-transaction fees?**

Your agency will not be charged for any Keylaw AML Risk Assessment Report.

» **What does the contract lock-in look like?**

There is no lock-in contract, and clients are charged on a user-by-user basis.

» **Are there set-up, training or integration fees?**

No.

» **Does it integrate with your current software? Is there an API or open integration option?**

There is no need for any integration. For buyers, agents will receive a copy of the Keylaw AML Risk Assessment Report automatically. For sellers, simply request a report at the time of ordering a disclosure statement.

» **Do we stay up to date with regulatory changes?**

Yes. As a law firm operating within the property industry, Keylaw actively monitors legislative and regulatory developments affecting real estate transactions and AML/CTF compliance. Updates to our system are informed by ongoing legal and compliance oversight, helping ensure the platform remains aligned with current requirements.

» **How will we help if you are ever audited?**

We will supply required information to auditors on request.

» **How complex is the setup?**

There is no setup other than entering into an AML reliance arrangement with Keylaw.

» **Do we have compliance experts on staff, not just developers?**

Our system has been developed by a multidisciplinary team that combines property lawyers, compliance professionals and technology specialists. This ensures the platform is built around both the legal requirements of the AML/CTF regime and the practical realities of real estate transactions.

■ Entering a Reliance Arrangement with Keylaw

Under the legislation, real estate agents are able to rely on an AML Risk Assessment Report prepared by another reporting entity where a reliance agreement is in place.

You can enter a reliance agreement with Keylaw simply by accepting and relying on the Report we provide. A copy of the terms of the agreement can be found [on our website](#).

1



AML checks are run by Keylaw as part of on-boarding for conveyancing matters, and as an optional add-on for disclosure statement preparation.

2



An AML Risk Assessment Report is produced and sent to the real estate agent automatically.

3



The agent relies on the report to satisfy their AML obligations. This constitutes acceptance of the reliance agreement. No signing needed.