

Buyer Information Sheet

New Identification Requirements (AML/CTF)

What's changing from 1 July 2026

From 1 July 2026, anti-money laundering and counter-terrorism financing (AML/CTF) obligations apply nationally to certain services provided by real estate professionals such as real estate agents, buyer's agents and property developers. This means we must now verify the identity of all buyers (and vendors) as part of our legal obligations.

Why this matters to you

The national reforms highlight real estate as a significant money laundering channel, as a way of laundering or concealing illicit funds. These new laws protect you, the property market, and the broader community from financial crime.

What we need from you

When you decide to purchase a property, you will be required to undergo a process called "Customer Due Diligence" (CDD) to verify your identity.

Identity verification documents will include:

- Driver's licence or passport
- Proof of address (utility bill, rates notice)
- Information about funds for purchase.

If you're purchasing through a company or trust.

Additional documentation will be required to identify the beneficial owners and verify the structure's legitimacy. This may take longer to process, so please allow extra time.

When you need to provide this

Verification should occur prior to the exchange of contracts or within 7 days post-exchange. In the case of purchasing at auction, there is an allowance for this to be completed in a timely manner post auction, ideally within 7 days.

We'll clearly outline what is required in each case early in the purchasing process to ensure there are no delays to your settlement.

What happens if we don't receive the required information.

You should be aware that the process may be delayed if we do not receive the information requested in a timely manner. This is not discretionary for us; it's a legal requirement.

How your information is protected

All information collected for compliance purposes is handled in strict accordance with the Privacy Act and stored securely. It will only be used for the purposes of complying with our legal obligations.

Your cooperation matters

While real estate businesses gather information, your cooperation is required. These requirements apply to every agent in Australia, so you'll encounter them regardless of which agency you purchase through.

Questions?

Our team is here to guide you through this process. We'll make it as straightforward as possible while meeting our legal obligations to protect you and the community.

