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| Land Use Victoria  Customer Information Bulletin 199 March 2020 |
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# Advice to all Subscribers and LUV customers

## Client authorisations and verification of identity as a result of coronavirus (COVID-19)

The Australian Registrars’ National Electronic Conveyancing Council (ARNECC) has received queries from Subscribers regarding face-to-face verification of identity and signing of Client Authorisations as a result of the evolving situation concerning coronavirus (COVID-19).

In response, ARNECC has published a position statement on its website – see News item at <https://www.arnecc.gov.au/>

## Other assistance and advice to customers regarding coronavirus (COVID-19) impacts

Victorian Land Registry Services (VLRS) has also provided advice to customers in a News Update of 20 March 2020 published at <https://www.victorianlrs.com.au/news-updates/>.

# Notices of Action and new Court proceedings

From Monday 23 March, Land Use Victoria requests that any service of Court documents on the Registrar of Titles is by email.

From Monday 23 March, any correspondence or enquiries relating to folios of the Register affected by a Notice of Action (NARF) must be communicated by email.

The email address is: [Lv.Warrants@delwp.vic.gov.au](mailto:Lv.Warrants@delwp.vic.gov.au)

Nothing should be emailed personally to the Registrar of Titles or anyone else at Land Use Victoria (unless you are specifically requested to do so).

# Subscribe

To receive notification when a *Customer Information Bulletin* is published, please send an email to lv.cib@delwp.vic.gov.au with SUBSCRIBE in the subject line – include your name and email address in the body of the email.

# Contact us

For [location and contact details](http://www.dtpli.vic.gov.au/property-and-land-titles/contact-us), go to [www.propertyandlandtitles.vic.gov.au/contact-us](http://www.propertyandlandtitles.vic.gov.au/contact-us).

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