

15 September 2025

Senate Economics References Committee (Public Hearing on Micro-Competition Opportunities)  
Held on 9 September 2025

### ANSWER TO QUESTION ON NOTICE

**Topic:** Response to Submission from Ms. Helen Rodriguez

**From:** Australian Institute of Conveyancers (National Body)

**Question:**

Senator **DARMANIN** *There are a couple from conveyancers. I'm not sure if these people are your members or not, but there was an individual one from Helen Rodriguez that took my interest. I don't know if you're familiar with the submission she put in. She talked about PEXA squeezing out small business, increasing fees and selling data products to other players, including the banks, and said that, essentially, this monopoly is squeezing out small players. How reflective would you say that comment is of the experience of your members? If you're not familiar with it and want to look at the submission in more detail, I'm happy for you to take it on notice.*

**Answer:**

The Australian Institute of Conveyancers National Body (AIC National) welcomes the opportunity to provide this letter of support in response to the submission lodged by Ms. Helen Rodriguez, Property Lawyer (ACT/NSW), to the Senate Inquiry into micro-competition opportunities in the Australian economy, specifically in relation to e-conveyancing.

As the peak national body representing over 2000 conveyancers across Australia, we are not supportive of any particular model of interoperability provided the model is robust, functional and has the full scope of the present system. Subject to those necessary requirements we recognise the concerns outlined by Ms. Rodriguez, and we wish to reinforce several key points:

- **Market Monopoly:** The current dominance of PEXA, with near-total market share, has created a structural monopoly. This presents systemic risks, raises costs, and removes meaningful choice for practitioners and consumers alike.
- **Impact on Small Business:** Conveyancers are overwhelmingly micro business operators. The lack of competition, increasing transaction costs, and restrictive practices from major banks threaten their viability and, in turn, consumer access to affordable services.
- **Consumer Disadvantage:** Higher costs and reduced service choice are being borne directly by consumers, undermining the very purpose of a competitive, resilient market.
- **Bank Practices:** The refusal by major banks to transact on alternative platforms entrenches monopoly power and prevents the development of competition.

We also strongly support Ms. Rodriguez's recommendations that this Committee:

1. Direct the ACCC to investigate PEXA and/or major banks for anti-competitive behavior.
2. Ensure the Federal Government allocates resources to ARNECC to support the implementation of competitive alternatives.
3. Require ASIC and APRA to assess the systemic risks associated with reliance on a single provider. These measures are consistent with AIC National's long-standing advocacy for a competitive, resilient and consumer-focused e-conveyancing market. Without meaningful reform, small businesses will continue to be squeezed out, systemic risks will remain unaddressed, and consumers will be left with higher costs and no choice.

We commend Ms. Rodriguez for her clear and considered contribution and urge the Committee to take her recommendations forward.

Yours sincerely,

**Australian Institute of Conveyancers (National Body)**

**Supported by the following AIC State and Territory Divisions:**

AIC New South Wales  
AIC Northern Territory  
AIC South Australia  
AIC Tasmania  
AIC Victoria  
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