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Richard Galbraith
Keytrack
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OUR REF: Paul Gallagher - -0

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Dear Richard

CLIENT SUPPORT FOR KEYTRACK

Following our recent telephone discussion I thought it might be useful to provide you with some feedback on just how Key Track works for us as a firm.

We have found that:

1. We have really taken to the technology that allows Key Track to work the way it does. It performs seamlessly "in the background" and allows our staff to just get on and deal with the more pressurised areas of modern conveyancing – safe in the knowledge that everyone is being kept informed and up to date. It is definitely a real time saver for us.
2. All of our clients are now automatically loaded on to Key Track as part of our conveyancing service. The only exception would be where a client specifically requests not to – and that has yet to happen. It has therefore rapidly become an integral part of our service and one which clients have indicated that they value. We believe that this system is now an integral part of a modern and efficient conveyancing service.
3. The fact that texts and emails go out so quickly and efficiently really reflects well on our firm as we get the credit for that efficiency! It gives clients the peace of mind they need and conveys to them that we are right on to it.
4. We have had clients who have taken the time to phone us and specifically congratulate us on the system we have put in place and have told us just how appreciative they are. That certainly amply confirms our decision to join Key Track.
5. Some clients have indicated that they really enjoy being able to check on the progress of their transaction themselves once they know that a conditional date is due rather than having to phone us for an update. They feel more in control of the process.
6. Real estate agents and Mortgage Brokers are also effusive in their praise of the system. Agents are busy people too and they appreciate being kept informed as to progress and it cuts down on the dreaded games of telephone tag that we are so often forced to play (and which technology hasn't yet been able to solve!). Our firm works very closely with a particular Mortgage Broker and he is always kept up with the play on the progress of deals that he is involved with. He often comments to us that the texts and email updates are good to see and highly valued.
7. We notice that on settlement day in particular, the use of KeyTrack speeds up the release of keys and is a real time saver in that regard.
8. We still encounter some agents who have not heard of KeyTrack and once they enquire about it they all seem very enthused and are determined to avail themselves of the options that are offered.

You and your firm are to be congratulated on the fine service that you provide and we are sure that it will continue to prosper for a long time to come. We are also sure that the marketplace will start demanding that Solicitors who aren't already signed up with you will need to in order to compete with their colleagues who are already impressing their clients and associated professionals with the use of your system.

We wish you every success in the future and will look forward to further innovations as time goes on.

Kind regards

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