

Accelerate your VOI process with InstaD+

Case study

PINKSTERBOER
PROPERTY

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- **Jess Atanacio,**

File Manager, Pinksterboer Property

Profile

Established in 2001, Pinksterboer Property is a specialist conveyancing and property development firm based in South Australia.

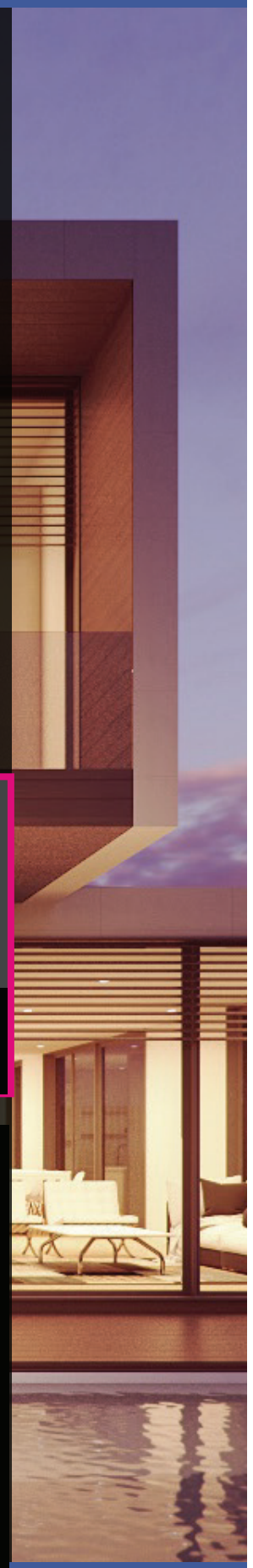
Their main areas of business are surveying, land divisions, planning, and conveyancing. Their breadth of knowledge means they can provide an end-to-end development consultancy service and they pride themselves on their superior quality of service.

Industry

Conveyancing and property development

Location

Adelaide, South Australia



The Challenge

Prior to introducing InstaID+, Pinksterboer Property relied on a manual and time-consuming verification of identity (VOI) process of scheduling an appointment with the client to visit their office to provide identification and sight the necessary documents.

Due to the restrictions in place during COVID-19, this process took on another difficult dimension so they looked for another solution. They found InstaID+.

The Solution

In July 2020 Pinksterboer Property began using InstaID+ to combine identity verification with convenient and secure technology. They are enjoying the efficiencies and flexibility it provides to their business.

Now the file managers at the firm use InstaID+ to simply send a link to their clients. The clients follow the simple steps to confirm their identity using InstaID's state-of-the-art biometric matching system - at a time and place that suits them. Staff are then able to view the results of this verification on the platform and quickly assess whether to accept or reject the buyer as eligible for the transaction.

"It's such a quick and easy process compared to arranging a time for clients to come in, which can often be difficult depending on a client's availability, as well as the associated time taken to greet them and conduct the VOI."

"With InstaID+ all we have to do is send the link and the clients have the flexibility to complete their VOI when it suits them, like after-hours or on the weekends. We're really enjoying the efficiencies and flexibility that InstaID+ offers us and our clients." Jess Atanacio, File Manager at Pinksterboer Property said.

InstaID+ has sped up the VOI process for Pinksterboer Property by almost 20% and has offered increased flexibility to their clients. InstaID's outstanding results not only improves customer experience, it enables secure VOI compliance for the business.

If you'd like to enjoy the same benefits of InstaID+ at your business, get in touch today.



Our key benefits



Improved customer experience



Process efficiency



VOI Compliance



For more information on InstaID+ contact us at support@instaid.plus