

Electronic filing survey

Prepared for:

December, 2006

- Land Title & Survey Authority
- MacDonald Dettwiler and Associates



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MARKET RESEARCH



➤ Executive Overview

The following are highlights from the EFS survey, conducted on behalf of the Land Title & Survey Authority (LTSA) and MacDonald Dettwiler and Associates (MDA):

- Market research was conducted amongst a random sample of 91 users of electronic filing to gather opinions with regards to the Land Titles Electronic Filing Service (EFS).
- More than three-quarters of those currently using electronic filing use it for 90% or more of the land title forms they file.
- For most users, speed, convenience, efficiency and cost savings are the key motivating factors for using electronic filing .
- A total of 96% of users are satisfied with the service, with 81% 'very satisfied'.
- Almost all (99%) would recommend the service to other legal professionals and 86% prefer to work with other firms that use it.
- The majority of users view electronic filing as the way of the future, and find it easier and faster to use than expected. They also find it reduces costs, increases productivity and gives them a competitive edge.



Research Objectives and Methodology



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➤ Research Objectives

Market research was conducted amongst a random sample of current users to gather opinions with regards to the Land Titles Electronic Filing Service (EFS). The key objectives of the research are to measure:

- Frequency and key reasons for using electronic filing ;
- Benefits of using electronic filing ;
- Overall satisfaction with electronic filing .



➤ Methodology

- A total of 91 interviews were conducted, including 41 via the web and an additional 50 via telephone, representing approximately 20% of all current users;
- Margin of error on sample: +/-8% at 95% level of confidence;
- All contacts were emailed a link to the web survey containing a unique password allowing each contact to complete one survey;
- The password also served as a unique identifier allowing those who did not complete to be sent a reminder email;
- Contacts were supplied with an email address and toll-free telephone number they could use throughout the fieldwork period should they have any questions about the survey or how to complete it;
- After the web survey had been live for two weeks, those who had not yet completed a survey were followed-up by telephone;
- Questionnaire developed with input from LTSA, MDA and James Hoggan + Associates;
- Interviewing conducted November 20th to December 8th, 2006.



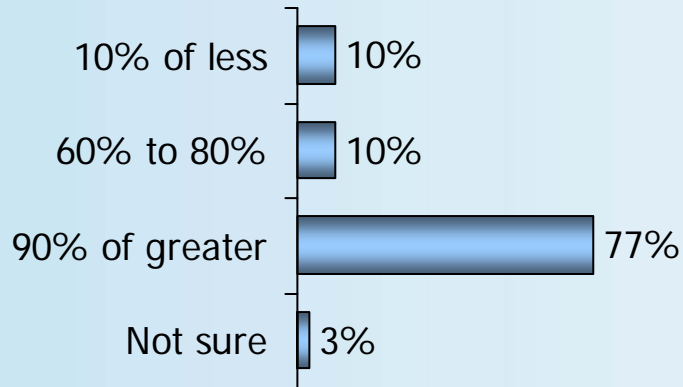
Key Findings



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➤ Proportion of Land Title Forms Filed by EFS



Base: Total (n=91)

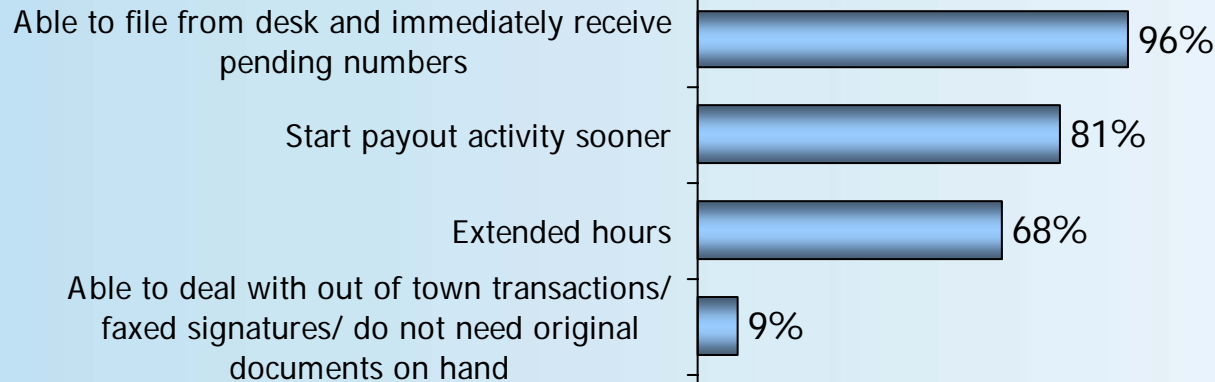
Q.1) When filing land title forms documents, approximately what percentage of the time do you use BC Online's Land Title Electronic Filing Service (EPS)?

- More than three-quarters of those who use electronic filing use it for at least 90% of the land title forms they file.

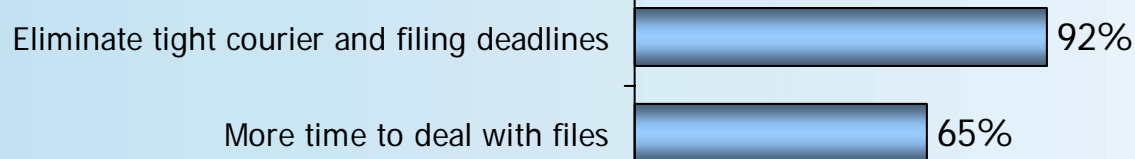


➤ Main Reasons for Using electronic filing

Speed/Convenience



Reduced Staff Stress



Reduced Cost



Base: Total (n=91)

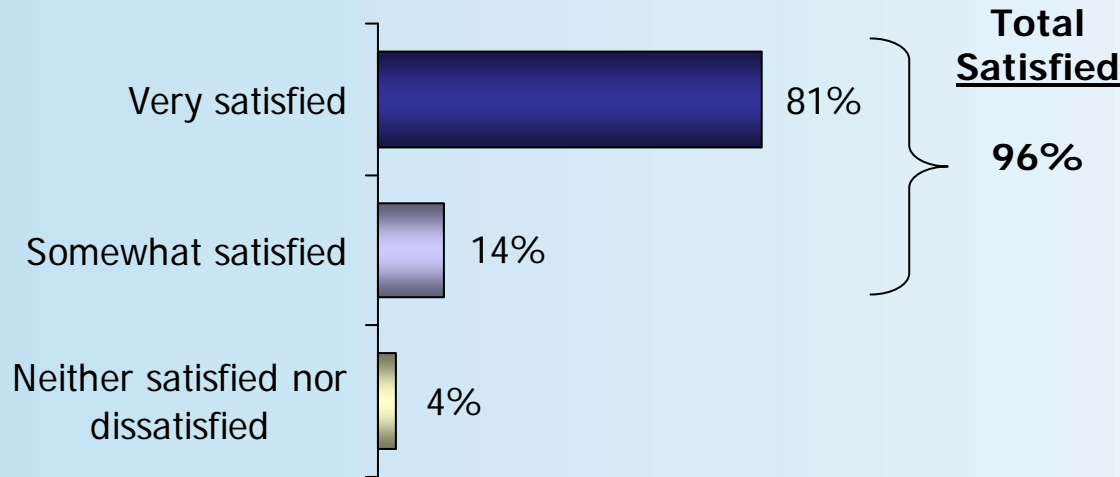
Q.2) What are your main reasons for using EFS (Electronic Filing Service)?

The key reasons for using EFS are:

- The ability to file from their desk and immediately receive pending numbers
- Elimination of tight courier and filing deadlines.
- Ability to start payout activity sooner
- Elimination of courier costs are additional common reasons



➤ Satisfaction with electronic filing



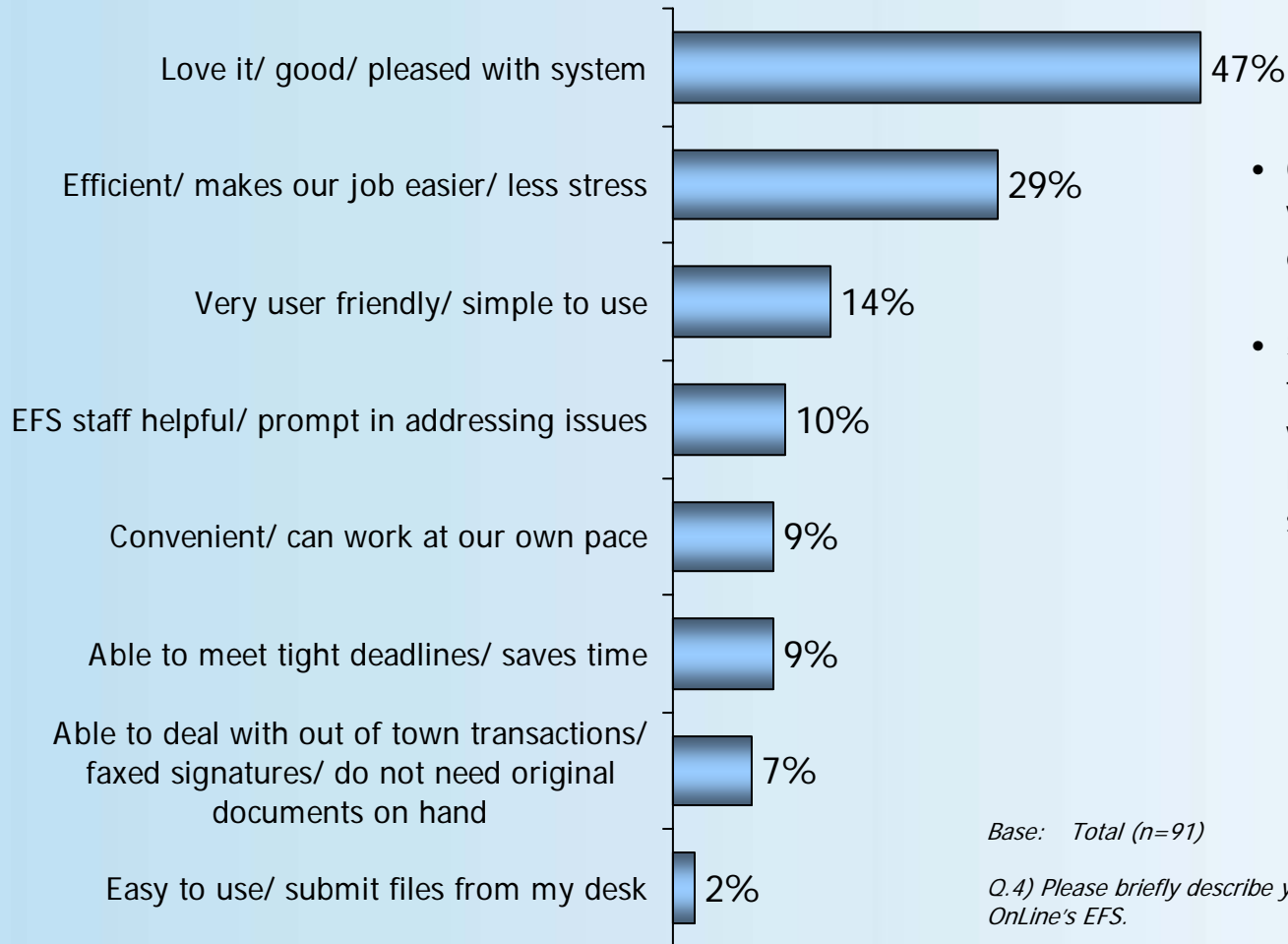
Base: Total (n=91)

Q.3) Overall, how satisfied are you with BC Online's EFS?

- Almost all users of electronic filing are satisfied with the service, with more than eight-in-ten who are 'very satisfied'.



➤ Experience With electronic filing



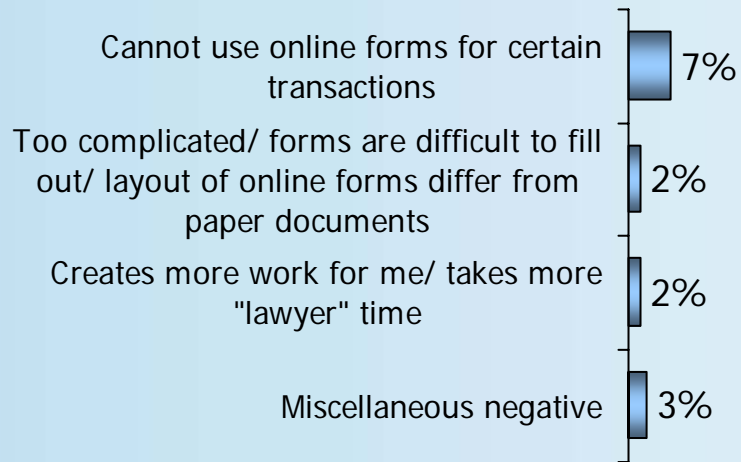
- Overall, users are pleased with the service and the efficiency its provides.
- Some also note how user friendly the service is as well as how helpful and responsive BC OnLine staff can be.

Base: Total (n=91)

Q.4) Please briefly describe your experience using BC OnLine's EFS.



➤ Negative Experiences with electronic filing



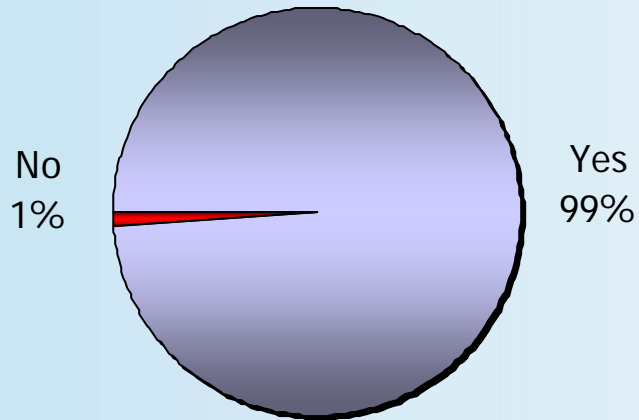
Base: Total (n=91)

Q.4) Please briefly describe your experience using BC OnLine's EFS.

- Few users register any negative aspects of the service, mostly that it is not currently used for 'all' transactions.



➤ Recommend EFS to Other Legal Professionals



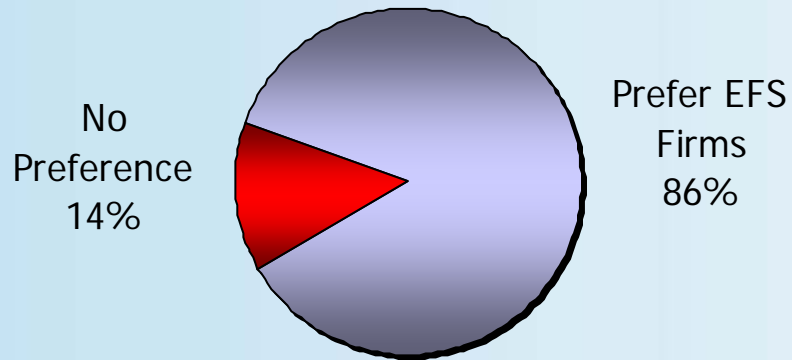
- When asked if they would recommend electronic filing to other legal professionals, almost all users respond with a resounding 'yes'.

Base: Total (n=91)

Q.5) Would you recommend EFS to other legal professionals to file Land Title Forms?



➤ Preference for Other Firms Using EFS



- The majority of users (86%) prefer to deal with other firms who also file electronically.

Base: Total (n=91)

Q.5) Would you recommend EFS to other legal professionals to file Land Title Forms?



➤ Reasons Prefer to Deal with Other Firms Using EFS

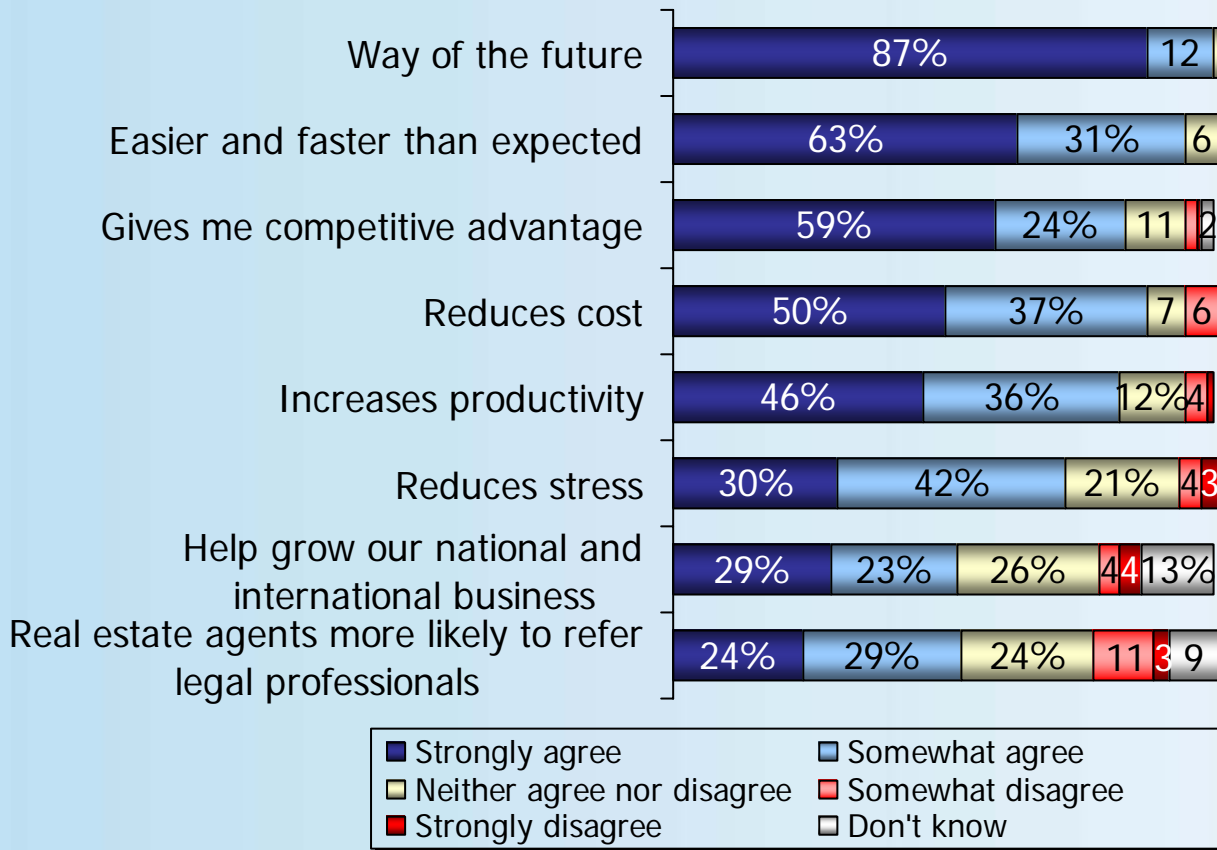
	<u>Total</u> (91) %
Efficient/ makes our job easier/ less stress	45
Eliminate tight courier and filing deadlines	29
Able to deal with out of town transactions/ faxed signatures/ do not need original documents on hand	28
No courier cost	17
Convenient/ can work at our own pace	11
Able to file from desk and immediately receive pending numbers	8
Love it/ good/ pleased with system	8
Start payout activity sooner	6
Very user friendly/ simple to use	4
Extended hours	3
Difficult to coordinate paper documents and e-filing	3
Concerns about familiarity with EFS	2
Miscellaneous negative	6
Miscellaneous	1
No reason in particular	4
Don't know	8

A.6a/b) Do you prefer to deal with other firms that use EFS? Why is that?/ Why not?

- The key reason for preferring other firms that use EFS are related to efficiency, convenience and cost savings.
- Those who do not mainly cite concerns over others' familiarity with EFS as their reason.



Opinions of electronic filing



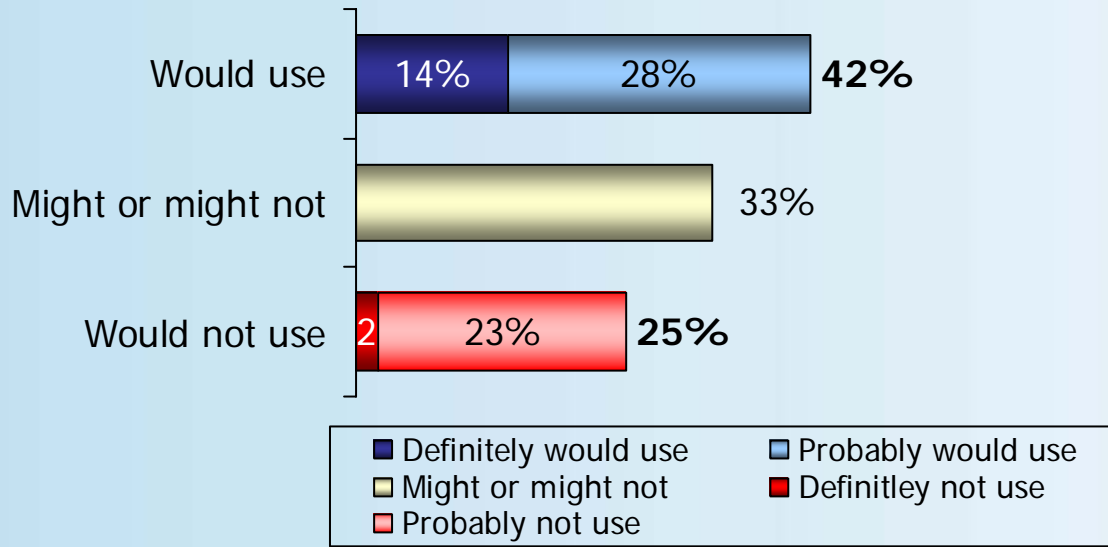
Base: Total (n=91)

Q.7) To what extent do you agree or disagree with the following statements that have been made about EFS?

- Almost all users acknowledge the service to be 'the way of the future', and register surprise at its speed and ease of use.
- The majority of users have additionally found the service has reduced their costs, increased productivity and not surprisingly provided them with a competitive edge.
- Positive effects on national and international business and relations with real estate agents are less common.



➤ Intention to Use Search Service for EFS Firms



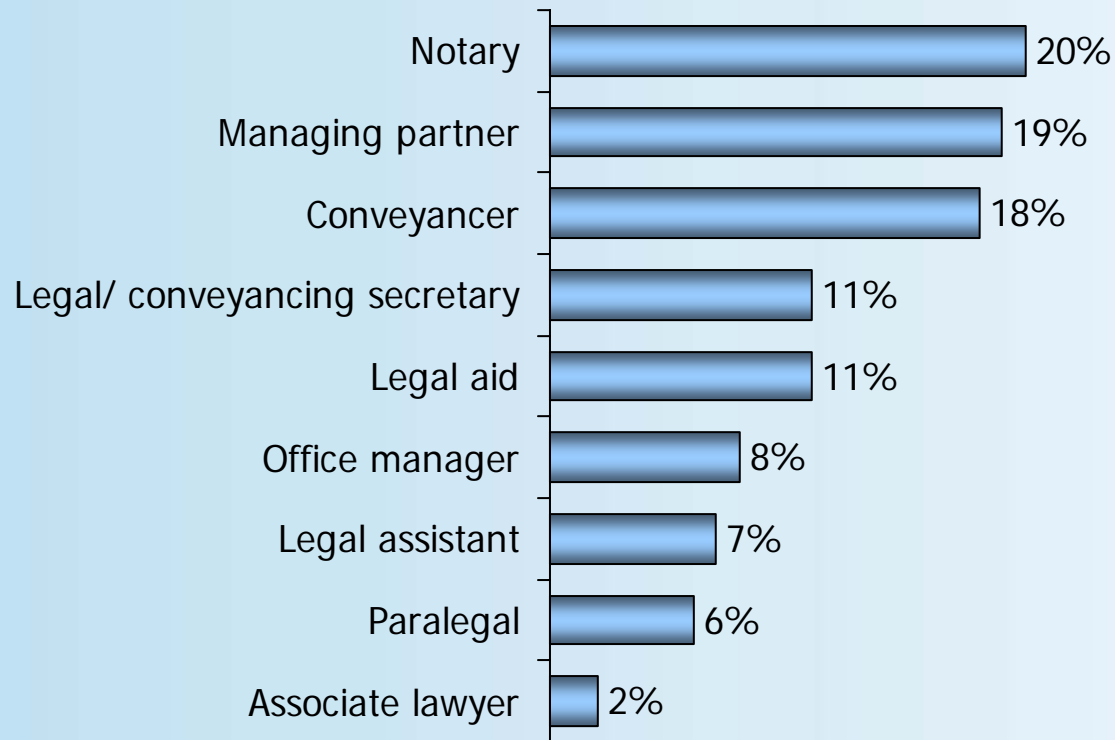
Base: Total (n=91)

Q.8) How likely would you be to use a service that enables you to search for other legal professionals that use EFS?

- Approximately four-in-ten would use a service to locate other legal professionals using EFS.
- One-third are undecided while one-quarter are currently not interested.



➤ Position



Base: Total (n=91)

Q.9) What is your position?

- The Electronic Filing Service is currently used at all levels of the legal field, suggesting its broad appeal and usability.