



Email Document Lodgement Use Policy

10 July 2024

About this policy

1. Email document lodgement may be used to electronically submit documents for lodgement to ASIC where we have approved the email lodgement of those documents to designated email addresses.
2. Email is an alternative to sending documents to ASIC by post if those documents cannot be lodged through our other online services. ASIC's primary online services provide a more efficient service to assess and process your documents.
3. It is important to us to ensure that email document lodgement:
 - is available to any person as much as feasibly possible,
 - is used for legitimate reasons and in a reasonable manner,
 - is used in ways that meet the purpose of the lodgement service.
4. We may amend this policy at any time and will publish an up to date version of this policy on ASIC's website.

How do we apply this policy

5. This policy applies to anyone who wishes to use email to submit a document to ASIC in accordance with an email electronic lodgement approval published on ASIC's website.
6. This policy does not limit any terms and conditions of access to any of ASIC's online services.

Document submission

7. You may only submit a document for lodgement to the designated email address for that particular ASIC document. ASIC has many email addresses, some of which are not monitored or managed with document receipt capability. We have approved designated email addresses to receive documents and may refuse documents sent to email addresses that are not approved.
8. Documents submitted by email must be an attachment to the email and meet the following file specifications:

Format	PDF (minimum version 1.7)
Resolution	300dpi
File size	No larger than 10MB
File Name	Must contain the Form number (eg. Form 484)
File security	Files must not be password protected
Interactive elements	Remove all interactive elements such as hyperlinks, scripts, attached objects or executables
Digital markings	You should be aware that some digital signing platforms may add markings to documents that include personal or sensitive information. Most documents lodged with ASIC are publicly available, therefore you should redact such markings before you submit the document to ASIC.
File limit	We will accept up to four files for each document submission. Ideally, the form and its attachments should be contained in a single file.

9. If a document is required to be signed, the signature must be one of the following types:

- Physically signed on a paper version of the document.
- Physically signed on a touchscreen device (eg. by a stylus or finger).
- Digitally inserting an image of the person's usual signature.
- Digitally typing the person's name on the document.

You should ensure you keep a record of your original document and method of signature.

10. We will send you an automatic reply by email to acknowledge the receipt of a document submission. A document submitted by email will not be considered as received by ASIC until ASIC has issued the receipt. We cannot provide copies of receipts.

11. A document is not taken to be lodged until ASIC registers the document. ASIC may refuse to register or receive a document submitted for lodgement in certain circumstances under section 1274(8) of the *Corporations Act 2001*.

Payment of fees

12. If fees apply to the lodgement of a document, you may make a payment through [BPay](#) to your ASIC account. If you do not have an account, you will receive payment information from ASIC after the document is submitted. Please note that ASIC may refuse to do any act until the fee is paid.

Use of email

13. Designated lodgement emails are only for the purposes of lodging documents with ASIC. **Do not:**
 - submit enquiries to our designated lodgement emails. See our [Contact Us](#) information if you have an enquiry.
 - forward or otherwise include communications with other persons in an email for the purpose of document lodgement. You should attach the document to be submitted in a new email communication to ASIC.
14. Ensure you provide valid contact information so that we can contact you until such time as the document is accepted for lodgement by ASIC.
15. You may submit a document on behalf of another person or entity but you must have proper authorisation to submit the document from that person or entity. You must make the authorisation available if we make a request.
16. Our designated lodgement emails must not be used in a manner that is unreasonable, excessive, or causes burden to ASIC or our technology.

What is unreasonable

17. We consider that unreasonable use of ASIC's technology services, such as email, includes:
 - submitting messages or documents that include offensive or inappropriate language,
 - causing significant congestion or disruption to our technology,
 - adversely affecting another person's use or access to our technology services,
 - submitting continuous and repetitive messages,
 - submitting automated or batch processing during ASIC's core business hours,
 - probing, scanning or testing our technology,
 - providing false or misleading information through our lodgement services,
 - submissions that violate any law or infringe upon any intellectual property rights, and
 - failing to obtain proper authorisation or be clear and transparent with customers in relation to use of our technology services.
18. It is not an unreasonable use of email where we provide our prior written consent to a particular use.

Steps we may take

19. Where there is unreasonable use of email, we may:

- direct a person to immediately suspend their use of email document lodgement, or
 - exercise our right to prevent a person's access to email document lodgement.
20. We may also limit access to any of our online services for any person by any other means if we believe there is an unreasonable use of our online services including email document lodgement.

Availability of email document lodgement

21. We intend email document lodgement to be available for use; however, we may have planned or unplanned outages that impact the availability of email. In such cases, we may provide information on our website about when email document lodgement or other online services will be available.