



A STEP BY STEP BIDDERS GUIDE

ONLINE PROPERTY AUCTIONS



An Introduction to SoldOnline

This website is an online bidding platform for Australian real estate. It has been designed by award winning auctioneers to provide a convenient system for buyers to compete for property from anywhere in the world. You can securely bid for property on your computer or mobile device and the additional time our auctions take gives you the chance to make informed decisions in a stress free environment. It gives complete transparency yet protects your privacy.

- **SECURE & STRESS FREE**
- **BID FROM THE COMFORT OF YOUR HOME**
- **CREATES ENFORCEABLE CONTRACTS**
- **COMPLETE CONTROL**
- **FULL TRANSPARENCY**
- **LEGALLY COMPLIANT**

LEGAL, COMPLIANT & SECURE

The SoldOnline platform is subject to the same stringent laws that apply to every Real Estate Auction in Australia. The platform is legally compliant and all contracts generated from the platform are legally binding, providing the same protection and opportunity that vendors and bidders experience in a physical auction.

Our online auction process has been carefully designed based on years of experience within the property industry from one of Australia's leading property auction experts.





HOW IT WORKS

OVERVIEW



OVERVIEW

1. **Register:** If interested in a property, register with the agent. You will need to provide proof of identification.
2. **Activate Your Account:** A bidding invitation is emailed to you. Click the activation link to finalise your registration online.
3. **Select PIN:** Once activated, you will need to complete registration by identifying yourself. You will need to provide the same ID number provided to the agent and create a 4 digit PIN.
4. **Registration Complete:** Once complete you can access the property and the auction room.
5. **Joining the Auction:** Login using your email address and PIN. From your profile page click the relevant listing to view the property page. Click “Join the Auction” to enter the auction room.
6. **Select Bidders Number:** You will be prompted to select a unique bidder’s number. Once chosen you will enter the auction room.
7. **The Auction Room:** This is where the auction and the action happens! You will be able to see all critical auction information as well as place bids.
8. **Making a bid:** Making a bid is a simple 2 step process. First select a bid amount and click “Submit Bid”. Note that your bid is not accepted until you confirm it in the next step.
9. **Confirming your bid:** To confirm your bid you must enter your 4 digit PIN and agree to our T&C’s. You will also agree that you cannot retract that bid once submitted.

OVERVIEW

10. **After a bid is made:** Once your bid is accepted, it is displayed publicly with your bidders number attached.
11. **If you are outbid:** You are notified onscreen and via SMS on the registered mobile number.
12. **When Reserve is Met:** All registered bidders will be notified via SMS and onscreen when the reserve price has been reached. Bids will appear in green.
13. **Time Adjustment - Last 3 mins:** In the last 3 minutes of the auction, if a bid is made, the clock adjusts to a further 3 minutes.
14. **End of Auction: Property Sold:** When the clock hits zero and reserve is met, the highest bidder is declared the purchaser. The transaction (deposit and contract signing) is concluded offline between all parties.
15. **End of Auction: Property Passed In:** If the reserve is not reached, the property passes in. The reserve price is immediately disclosed to the highest bidder who is then awarded exclusive negotiation rights with the owner, through the agent, for 60 minutes.
16. **Pay the reserve:** You can now see the reserve price and can choose to pay it.
17. **Negotiate new reserve:** If you don't want to pay the reserve you can negotiate a new reserve and you have 60 mins to do so. The agent will facilitate the negotiation. If a new reserve price is agreed, you will confirm your final bid and the property is sold under auction conditions.




HOW IT WORKS

DETAILED VIEW

1. Register For The Online Auction

If you are interested in participating in the online auction, complete the “Bidder Registration Form” and provide proof of identity (Drivers Licence or Photo ID). Sign and return to your agent.



Property, Stock and Business Agents Act 2002
Property, Stock and Business Agents Regulations 2003

BIDDER'S RECORD - ONLINE AUCTION

Starting date of Auction: _____ End date of Auction: _____

Property/Address: _____

Bidder's Name: _____

Gender: ☐ Male ☐ Female Date of Birth: _____

Bidder's Address: _____

ID Type: _____ ID No.: _____

Bidder's Email: _____

Telephone No.: _____ Mobile: _____

AUTHORITY TO APPOINT AGENTS TO SIGN SALE CONTRACT AND AGREEMENT TO PAY DEPOSIT

The bidder acknowledges and agrees that:

- a) At a traditional 'in person' auction:
 - a. If a bidder is the highest bidder the property is knocked down to them on the fall of the hammer and that bidder is bound to complete the purchase of the property; and
 - b. It is an implied term of submitting bids that the bidder appoints the auctioneer to sign the sale contract on behalf of the bidder if for whatever reason the bidder is unable or unwilling to do so;
- b) The auction for this Property will be conducted 'on line' on the SoldOnline website
- c) The bidder irrevocably appoints:
 - a. Mr Chris Meares (the principal of Meares Online Auction and licensed auctioneer in New South Wales under licence number 134 116; and/or
 - b. The Vendor's appointed estate agent for the sale of the property ("Agents")

Jointly and severally as the Bidder's agent each with express authority to sign the land sale contract on the Bidder's behalf if the Bidder is the successful bidder at the completion of the online auction. The authority granted under this clause to the Agents may be exercised by them individually and is an express and continuing authority for the Agents to sign the land sale contract on the Bidder's behalf at any time after the completion of the online auction. If the Property is passed in at auction, and the Bidder negotiates and agrees on a price for the Property with the Vendor, then the authority to sign the land sale contract granted by this clause also applies to any post-auction land sale contract.
- d) If the bidder is the successful bidder at the online auction, the Bidder must pay the deposit due under the land sale contract to the relevant stakeholder by bank cheque or cleared funds by 5pm on the day following the completion of the online auction.

Bidder's Signature: _____

 Vendor's name: _____ Agency: _____
 Agent: _____ Licence no.: _____

Auctioneer: David Scholes Licence No: 238 350

Ensure your mobile number is correct so you can receive auction SMS notifications

YOUR DATA IS SAFE: The acting agents and SoldOnline are bound by relevant privacy policies

2. Activate Your Account

The agent uploads your details into the SoldOnline platform and an automated 'Bidder Invitation' email is sent to your email address. It contains an activation link for you to finalise your registration online. Click the activation link and you will be taken to a page to complete your registration online.

Note: Some email filters will send this email to JUNK or may even strip out the URL. If this happens, copy + paste the full activation link into a web browser.



Bidding Invitation Email

Thank you for providing your details and registering your interest to bid on the property described below. By clicking on the link, you will be guided through the necessary steps to allow you the opportunity to bid on this property.

Email : Olivia.Green@mailinator.com

Firstname : Olivia

Lastname : Green

Personal Message : Hi Liv! You're only a few steps away from completing registration for this property. Click the link below to get started. Give me a call if you need anything. Thanks, Scott

IMPORTANT NOTE: Please ensure you click the activation link below to finalise your registration for this auction.

Activation Link :

<https://www.soldonline.com.au/properties/invitation/2908ae5a1c47ad110613a944c56bf09b4176b.html>

Attached Properties :



301 Darbalara Road
Gundagai NSW 2722
Residential - rural

Click the activation link
or copy and paste this
full line into a browser

3. Select A PIN

On the left hand side are the details you provided the agent. On the right, you will need to create a numerical PIN (min 4 digits). You will need it every time you log on and every time you make a bid. Choose the ID type you provided the agent and enter the number to reconfirm your identity. Make sure you fully read and understand the [Bidder's Terms and Conditions](#) before ticking the boxes and continuing.

Welcome to Sold Online
Below are your personal details

Email Address:
Olivia.Green@mailinator.com

First Name:
Olivia

Last Name:
Green

Gender:
Female

Birthdate:
Mar 01, 1980

Street Address:
420 Punt Hill Road

Suburb/City:
Treegrove

Postal Code:
3125

State:
VIC

You are only 2 steps away from being able to make a bid. We will need you to set your private pin number to view your account and the property auction room. Your pin number is HIGHLY SECURED. Soldonline online has advanced security settings and encryption keys to protect your pin number and account information. For your own protection, please do not share this pin number with anyone else.

Enter PIN

.....

✓

Strong

Re-enter PIN

.....

✓

To verify that you are the person in this invitation. Please enter below the Identification you used with your agent and your identification number.

ID Type

Drivers License

▼

ID Number

12345

☒ I confirm these are my true and correct details

Terms and Conditions

BIDDERS TERMS & CONDITIONS

These are the terms and conditions on which SoldOnline

☒ As the registered bidder I acknowledge that I have read these terms & conditions and agree to abide by them: 162.158.2.112 2019-10-17 03:07:43

Activate my account

Handy Tip: Keep your PIN simple. You'll need it login and place bids.

Ensure you enter your ID number *exactly* as you provided the agent, else the system will not accept it.

4. Registration Complete

After registration has successfully been completed, you will be asked to login again for security purposes. Use the email address and PIN you just created.

Click the property image to access the property details and the auction room if the property is live. You can easily access your property by logging in or clicking 'My Profile' in the top navigation.



[Olivia Green](#)[My Profile](#)[Logout](#)

[HOME](#)[BUY](#)[SELL](#)[PROPERTIES](#)[HOW](#)[PRICE](#)[MORE ▼](#)

Welcome to Sold Online
Below are your personal details

Email Address:

First Name:

Last Name:

Please click on the image below to enter



301 Darbalara Road
Gundagai NSW 2722
Residential - Rural

5. Joining The Auction

If the auction has commenced, login as a bidder and you will be taken to your profile page. Click the photo of the property you have registered for and you will come to the property page containing the countdown clock. To make your first bid or watch, click **'Join the auction'**.

If you cannot see this button you are not logged in or registered to bid for the property. Contact the real estate agent for assistance.

All critical auction information is contained within this orange box.

Click 'Join the Auction' to place a bid or watch.

Can't See Join the Auction Button: You are either not logged in or have not completed your bidder registration. Contact the agent for help.

The screenshot displays the SoldOnline website interface. At the top, the logo 'SoldOnline' is visible, along with user navigation links for 'Olivia Green', 'My Profile', and 'Logout'. A main navigation bar includes 'HOME', 'BUY', 'SELL', 'PROPERTIES', 'HOW', 'PRICE', and 'MORE'. Below this, a purple banner indicates 'AUCTION IN-SESSION' with a 'Time Remaining' of '00:18:46'. A large photo of a house is shown. Below the photo, an orange box contains the following information: 'AUCTION IN-SESSION', '00:18:46', 'Time Remaining', a 'Join the auction' button, 'Auction Information', 'AUCTION IN SESSION Starting Bid', '\$ 900,000', and a 'Bidding History >' link. To the right of the orange box, the property details for 'Rural Hideaway' are listed, including the address '301 Darbalara Road, Gundagai, 2722, NSW', icons for bedrooms, bathrooms, and parking, and a description. At the bottom, there is a map and a 'Satellite' view option.

6. Select Bidders Number

Before you can enter the auction room for the first time, you will be prompted to pick a unique bidders number. You will have this number for the duration of the auction.


Every time a bid is made, the amount, bidders number, date and time is displayed for everyone to see.

The screenshot shows the SoldOnline auction interface. At the top, the user is logged in as Olivia Green, with links for My Profile and Logout. The navigation bar includes HOME, BUY, SELL, PROPERTIES, HOW, PRICE, and MORE. The property being auctioned is 301 Darbalara Road, Gundagai, 2722, NSW. The auction status is 'Auction In-Session - Reserve not met'. The starting bid is \$900,000, and the current bid is \$0. A modal window titled 'Auction Bidder Number' is open, prompting the user to enter their choice of auction bidder number. The modal displays a hand holding a paddle with the number 27. Below the paddle, instructions state: 'To select your bidder number, simply enter your favourite number between 1 and 99 in the auction paddle below. If the number is already taken, you will be prompted to choose another number.' A 'Submit' button is at the bottom of the modal. The background shows a bidding form with a 'Submit Bid' button and an auctioneer's information: Auctioneer In Charge, Auctioneer Siva, License No.:12345.

Your bidder number identifies you while maintaining your anonymity. It must be a unique number between 1- 99

7. The Auction Room

This is where the action happens! All necessary information for the auction is displayed on this page. Along the top is critical information including current bid, if reserve has been met and the countdown clock. The clock is synchronised to our server, so everyone sees exactly the same time. You can also see complete bidding history and most importantly make a bid via the bidding form (see next page)



Olivia GreenMy ProfileLogout


HOMEBUYSELLPROPERTYESHOWPRICEMORE▼

301 Darbalara Road, Gundagai, 2722, NSW


Auction In-Session - Reserve not met
If the property is passed in, the highest bidder has the sole right for a period of 60 minutes to view the reserve, pay the reserve price, and purchase the property

Time Remaining
3 hours, 41 minutes from now


Starting Bid : \$ 900,000
Current Bid : \$ 950,000



You are currently not the highest bidder


Your Bidder Number

Bidding Form




Minimum Bid Increment
10,000

Enter Your Bid \$

Submit Bid

Bidding History

Bidder	Amount
Starting Bid	\$ 900,000
 13	\$ 950,000


Thu, 17/10/2019 04:41 PM

Critical auction info displayed in this top section

8. Making A Bid

The minimum increment will be determined by the auctioneer at the beginning of the auction and may be reduced by the auctioneer as the auction proceeds. To make a bid, click on the box next to 'Enter Your Bid \$'. A drop down box will appear with numeric options to choose from. Select an amount and then click submit bid. You will now be taken to a page to confirm your bid.

Bidding Form



Minimum Bid Increment


10,000

Enter Your Bid \$

960,000

Submit Bid

Bidding Form



Minimum Bid Increment

10,000

Enter Your Bid \$

▼

960,000
970,000
980,000
990,000
1,000,000
1,010,000
1,020,000
1,030,000
1,040,000
1,050,000
1,060,000
1,070,000
1,080,000
1,090,000
1,100,000
1,110,000
1,120,000
1,130,000
1,140,000
1,150,000

▲

Chat

Send

Messages

Date/Time	Mess
Thu, 17/10/2019 12	

The minimum bid increment controls the amounts you can bid. This amount is set by the platform auctioneer.

9. Confirming Your Bid

This second step is designed to protect against mistakes. If you are comfortable with the bid you have selected, you must confirm that bid by entering your PIN and ticking the box to agree to the Bidder Terms & Conditions. You will also acknowledge that; **once submitted, you cannot retract your bid**. When you submit your bid, if that bid is still available, it will be recorded against your bidders number and published publicly. You will see you are the highest bidder.

The screenshot shows the 'Auction Session' confirmation window on the SoldOnline website. The window is titled 'Auction Session' and contains the following information:

- Property Address:** 301 Darbalara Road, Gundagai, 2722, NSW
- Property Type:** Residential - rural
- Property Features:** 5+ bedrooms, 5+ bathrooms, 5+ car spaces.
- Bidding Form:**
 - Minimum Bid:** 10,000
 - Increment:** (blank)
 - Your Bid:** \$ 960,000
 - Enter your PIN:** (masked with dots)
 - Agreement:** ☒ I accept I cannot retract this bid, and that I am legally bound to complete the transaction, if I am the successful bidder. I further acknowledge agreement with the [Terms and Conditions](#) of this website.
 - Submit your Bid** (orange button)
- Security Notice:** Your IP Address 218.214.90.169 will be logged for security purposes

All bids are bound by the Bidders Ts&Cs. Ensure you have read and understood these fully.

10. After A Bid Is Made

Once your bid has been accepted, you will be notified on-screen that you are the highest bidder. Your bid will be recorded in the bidding history and all bidders can see if the reserve has been reached.

The screenshot displays a bidding interface. At the top, it shows 'Time Remaining' as '17 minutes, 52 seconds from now' in red. To the right, it states 'Starting Bid : \$ 900,000' and 'Current Bid : \$ 960,000' in a box. Below this, a green message says 'You are currently the highest bidder'. In the center, a hand holds a white sign with the number '27', labeled 'Your Bidder Number'. On the left, there is a small image of a landscape and a 'Bid' button. At the bottom, a 'Bidding History' table lists the bids.

Bidder	Amount
Starting Bid	\$ 900,000
27	\$ 960,000 Thu, 17/10/2019 05:33 PM
13	\$ 950,000 Thu, 17/10/2019 04:41 PM

This section clearly states if you are the highest bidder or not

Bids remain coloured red until the reserve price is reached, at which point they turn green

11. If You Are Outbid


When you have been outbid, you will be notified via email and text message. It will also be displayed on the bidding page above the bidders number. Our site is compatible with mobile devices, so if you are notified via SMS that you have been outbid, you can make your next bid on the run.

301 Darbalara Road, Gundagai, 2722, NSW


Auction In-Session - Reserve not met
 If the property is passed in, the highest bidder has the sole right for a period of 60 minutes to view the reserve, pay the reserve price, and purchase the property

Time Remaining
7 minutes, 43 seconds from now

Starting Bid : \$ 900,000
 Current Bid : \$ 990,000




You are currently not the highest bidder



Your Bidder Number



Bidding Form


 Minimum Bid Increment
 10,000

Enter Your Bid \$

Submit Bid

Bidding History

Bidder	Amount
Starting Bid	\$ 900,000
 13	\$ 990,000 Thu, 17/10/2019 05:48 PM
 27	\$ 960,000 Thu, 17/10/2019 05:33 PM

Chat

12. When The Reserve Has Been Met

The vendor's reserve is set before the auction starts. When the reserve has been met, you will be notified via email, text message and it is displayed at the top of the auction page and in the bidding history. At this stage, the property is 'on the market' and will be sold to the highest bidder.


301 Darbalara Road, Gundagai, 2722, NSW

Auction In-Session - Reserve met
This property will now be sold to the highest bidder upon the fall of the virtual hammer, when the remaining time elapses. At that point an enforceable contract will be created.


Time Remaining
4 minutes, 37 seconds from now

Starting Bid : \$ 900,000
Current Bid : \$ 1,005,000

'Reserve met' is clearly displayed.




You are currently the highest bidder



Your Bidder Number

Bidding Form

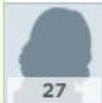


Minimum Bid Increment
5,000

Enter Your Bid \$

Submit Bid

Bidding History

Bidder	
Starting Bid	\$ 900,000
 27	Reserve Met \$ 1,005,000 Thu, 17/10/2019 07:48 PM

'Reserve met' is clearly displayed.

13. Time Adjustment During 'Final Call' (Last 3 mins)


The 'Final call' phase kicks in for the last 3 mins of the auction. Any bids made during this time will reset the countdown clock back to 3 minutes remaining. This provides the fairest outcome for all bidders and also gives you time to make informed decisions.

301 Darbalara Road, Gundagai, 2722, NSW


Auction In-Session - Reserve met
 This property will now be sold to the highest bidder upon the fall of the virtual hammer, when the remaining time elapses. At that point an enforceable contract will be created.

Time Remaining
00:02:19
FINAL CALL

Starting Bid : \$ 900,000
 Current Bid : \$ 1,025,000




You are currently not the highest bidder



Your Bidder Number



Bidding Form


 Minimum Bid Increment
 5,000

Enter Your Bid \$

Submit Bid

Bidding History

Bidder	Amount
Starting Bid	
 13	Thu, 17/10/2
 27	Reserve Met Thu, 17/10/2

Chat

Final Call stage starts in the last 3 mins of the auction. Any bids made during this stage will reset the countdown clock back to 3 mins.

14. End of Auction: When Property Is Sold

If the reserve has been met and you are the highest bidder after 3 minutes of no bidding activity, the virtual hammer will fall and you will be declared the purchaser. This means you have entered into a binding contract under auction conditions and will be expected to sign the contract. The auctioneer will sign the contract on your behalf if necessary. The 10% deposit is payable by 5pm the day following the end of the auction. If you are bidding remotely it would be wise to discuss the method of contract exchange and deposit payment with the agent before the auction commences.

balara Road, Gundagai, 2722, NSW

SOLD to Highest Bidder

CONGRATULATIONS Olivia Green

Congratulations! You have successfully purchased this property. To finalise this purchase, the contract will need to be executed and a deposit paid.

Please contact your agent as soon as possible.

You have until 5pm tomorrow to finalise this purchase.

Please refer to our terms and conditions if you have any queries.

Leave Auction



Starting Bid : \$ 900,000

Current Bid : \$ 1,100,000

e highest bidder

Number

15. End of Auction: When Property Passes In

If the reserve is *not met* the property will 'pass in'. If you are the highest bidder at this time, the property will pass in to you. You (and only you) will immediately be shown the reserve price and will have the exclusive right for 60 minutes to negotiate a sales outcome with the agent.

Pro Tip: It's very beneficial to be the highest bidder at the end of the auction. If the property passes in, you will be shown the reserve price and win exclusive negotiating rights for a 60 min period.

Reserve price displayed, click confirm purchase if you are willing to pay that amount or negotiate a lower reserve for 60 mins.

CONGRATULATIONS

Congratulations, you were the highest bidder on this property.

As the auction did not reach the Reserve Price, you now have 60 minutes to pay the Reserve Price and secure the property.

Do not leave this page until the 60 minutes has lapsed or you have confirmed your purchase

Time Remaining to Pay the Reserve Price

00:59:47

Oct 17, 2019 10:38PM

Reserve Price

\$ 1,200,000

If you would like to pay the Reserve Price, and secure the property. please confirm your purchase

301 Darbalara Road, Gundagai, 27

Property is Passed-In

The
view

Starting Bid : \$ 900,0

Current Bid : \$ 1,100,

highest bidder

Bidding Form

Auction Ended

Bidder

Amount

16. Accept the Displayed Reserve Price

The agent will facilitate negotiations, so keep your phone handy. You can immediately purchase the property for the reserve price displayed by going through the bidding confirmation process.

This will secure the property at that price with no further opportunity for other bidders to compete further. This is why it is so beneficial that you are the highest bidder at the end of the auction.

CONFIRM PURCHASE

Purchase Price: 1,200,000

Email Address: Olivia.Green@mailinator.com

PIN:

☒ I confirm the Purchase *

Submit

*By confirming this purchase you acknowledge that you are entering into a binding contract to purchase this property, and that you will sign the contract and pay the deposit by 5pm the day following the conclusion of this auction. You further acknowledge agreement with all the Terms and Conditions of this website.

No cooling off provisions apply.

Your IP address (162.158.2.206) will be logged for security purposes

PLEASE CONTACT YOUR AGENT

Enter PIN and tick the box to accept the displayed reserve & purchase the property

CONGRATULATIONS Olivia Green

Congratulations! You have successfully purchased this property. To finalise this purchase, the contract will need to be executed and a deposit paid.

Please contact your agent as soon as possible.

You have until 5pm tomorrow to finalise this purchase.

Please refer to our terms and conditions if you have any queries.

Leave Auction

17. Negotiate a New Reserve Price

Alternatively you can choose to negotiate a lower reserve price with your agent. If accepted by the vendor, you will be sent an amended reserve price and you confirm your purchase to secure the property. If an agreement is not reached after 60 minutes, the property will then be offered to all of the underbidders.

Property is Passed-In

The highest bidder has the sole right for a period of 60 minutes to view the reserve, pay the reserve price, and purchase the

Time Remaining

Starting Bid : \$ 900,000

Current Bid : \$ 1,100,000

highest bidder

CONGRATULATIONS

property.

As the auction did not reach the Reserve Price, you now have 60 minutes to pay the Reserve Price and secure the property.

Do not leave this page until the 60 minutes has lapsed or you have confirmed your purchase

Time Remaining to Pay the Reserve Price

00:20:43

Oct 17, 2019 10:38PM

Amended Reserve Price

 **\$ 1,150,000**

You have negotiated this purchase price. Please confirm your purchase.

[Confirm Purchase](#)

The flag marks an amended reserve price. You can now secure the purchase at this new price.

Amount

\$ 900,000

23

Frequently Asked Questions

1. How do I register to bid for a property?

Registration is simple. Just contact the selling agents and they will step you through the process. The selling agent's details can be found on the listing page. Bidders must provide the agent proof of identity (typically driver's licence or passport). The agent will then enter them into the auction system and an email will be sent out to you to finalise your registration online and select a bidder's number.

2. How do I obtain a contract for the sale of the property?

Contracts for residential and rural property will be available on the property listing page. You will need to provide your email and telephone details to download a contract from our site. Alternatively, please contact the agent. Contracts for commercial property will be available as soon as possible after the listing has been received but well before the auction commences.

3. Can I retract a bid after I have made it?

No, a bid cannot be retracted after it has been logged. When you place a bid, you will be taken to a lightbox where you will confirm that bid and agree to our terms and conditions, one of which is that you cannot retract that bid.

4. Will I know when the reserve has been reached?

Yes. Our system clearly indicates if the reserve has been reached or not. This can be seen in the bidding history box on the publicly viewable property page or from the bidding page if you are a registered bidder. Additionally, all registered bidders will receive email and SMS notifications when reserve has been reached.

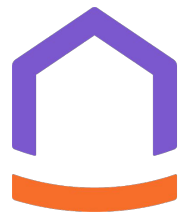
5. Can I communicate with the agent during the auction?

Absolutely! We encourage a two way communication between buyers and agents. You can send them an instant message via the online chat box located on the bidding page, or you can communicate with them outside of the platform via email or telephone. Because we have given you more time during the auction, you could probably even visit them.

6. Can the property owner place a bid?

Yes. Under the legislation and our terms and conditions, an owner can place one bid (through the agent). It is called a vendor bid and if made, will be displayed and marked as a vendor bid. If a co-owner of a property wishes to purchase the property from the other partner/partners, the agent will notify all other bidders of that co-owner's bidder number.

HAVE MORE QUESTIONS? PLEASE CONTACT YOUR LISTING AGENT FOR FURTHER SUPPORT



SoldOnline

www.soldonline.com.au

1300 876 612

hello@soldonline.com.au