

ELECTRONIC LODGEMENT OF APPLICATIONS

1. Applications for assistance submitted electronically to the NSW Rural Assistance Authority via email MUST be sent to rural.assist@raa.nsw.gov.au

Electronic lodgement of applications should be:

- no larger than 10 Mbytes,
- submitted in Microsoft Word and/or PDF format and be created from other electronic documents such as word processing and spreadsheets containing NO macros (as some older versions of spreadsheets with macros will not be permitted through mail routing servers); and
- not be password protected.

If the file size is greater than 10 Mbytes then file names should be saved in a number sequence, for example, *Surname Supporting documents 1.pdf*, *Surname Supporting documents 2.pdf* etc. in subsequent emails.

2. An application is taken to be received in the case of facsimile, on production of a transmission report by the machine from which the facsimile was sent that indicates that the facsimile was transmitted satisfactorily, confirms the date and of time transmission occurred.

Disclaimer:

The onus of responsibility is with each applicant, his/her solicitor, accountant, rural financial counsellor or other adviser to ensure that their application for assistance is RECEIVED by the NSW Rural Assistance Authority on or before any necessary deadline.

The NSW Rural Assistance Authority is unable to guarantee that transmission through the Internet or facsimile will be available or will function or perform as expected or required at all times.

The NSW Rural Assistance Authority will not be liable to You or any other person associated with your application for assistance for any loss, damage, costs or expenses of any kind arising out of or in connection with any delay, omission, default, negligence or error by NSW Rural Assistance Authority in relation to the availability, functionality or performance of the transmission, receipt or authentication of your application for assistance.

This information provides a summary of the major issues concerning the lodgement of electronic file in conjunction with applications for assistance. Any person using this document must do so on the basis that not every scenario and issue can be addressed, and discussion with relevant staff at the NSW Rural Assistance Authority should be undertaken, by calling 1800 678 593.