

## **FAQs**

### **1. What is PIMS Online?**

PIMS Online is a new service which allows you to search the digitized Land Registry records via the internet for information on land titles documents e.g. Deeds, Bills of sale, Judgments, Lis Pendens, Deed Polls, Wills registered with the Land Registry of the Registrar General's Department. The Land Registry electronic database contains 1,528,333 records. Current registrations are updated daily.

### **2. How do I access this service?**

The service can be accessed by visiting our e-services tab on Ministry of Legal Affairs website <http://www.legalaffairs.gov.tt>

### **3. Where do I get a username and password?**

There are 2 ways to get a username and password:

You can setup your own username and password by logging on to <http://www.legalaffairs.gov.tt> and

1. filling out the short registration section of Land Registry Online and your username and password will be emailed to you when you sign up or
2. Our staff here at Land Registry would be available to assist you in setting up a username and password.

#### **4. What information do I need to supply to get a username and password?**

Two kinds of accounts can be set up - a personal account or a company account. To set up each the following information is required to set up any of these accounts for which you will receive a username and password:-

- an email address
- 1 form of Identification (e.g. National Identification Number, Drivers Permit, PIN (which appears on your computerized birth certificate), Passport Number etc)
- Address

#### **5. What is the difference between a Personal Account and a Group Accounts?**

**A personal account** is an account used by a single person to access the PIMS Online Service.

**A group account** is an account made up of several personal accounts. This account allows Firms, Banking Institutions and other businesses to set up one umbrella account for its employees, so that monies paid to the account would be made available to all the users in the group.

#### **6. How much does this service cost?**

Single Index Search -	\$10.00 TTD
Multiple Indexes Search -	\$50.00 TTD
Viewing an Image -	\$10.00 TTD

***A single index search allows you to perform 1 single search***

***A multiple index search allows you to perform as many searched as you would like with in a 12 hour period***

## **7. Where do I pay for this service?**

This is a subscription based service. Payments can be made **ONLY** to the cashiers at the Land Registry, Registrar General's Department, 72-74 South Quay, Port of Spain, Trinidad and Tobago.

## **8. What sort of payment does the Registry accept?**

The Registry accepts:

1. Cash
2. Certified Cheque/Manager's Cheque – all cheques are to be made out to "The Registrar General"
3. International Money Order – written to "**The Registrar General**" accompanied by a note stating that it is a payment for the Land Online Search Service. Include your e-mail address and contact number in order to receive a scanned copy of the receipt.

## **9. How would I know what the balance on my account is?**

Visit the <http://www.legalaffairs.gov.tt>; log into the Land Registry online search facility; your balance will be displayed on your Dashboard which is visible as soon as you login. No money is deducted from your account when you log into the application

**What are the benefits to having a PIMS Online account?**

1. Your PIMS Online account allows you to search for any of our 1,528,333 and growing records registered with the Land Registry from 1970 to present
2. You can view/download images of the document you are looking for onto your personal computer
3. Access information conveniently from the comfort of your office or home, twenty-four hours a day, seven days a week; there is no need to visit the Land Registry.
4. Access information from any place in the world where you have an internet service
5. Conduct searches to determine ownership of property through name search, property address and other search criteria.

**How long are the images I viewed available?**

All images that you have paid for are available to you for a full 12 hours from the time your account is debited. And is available in the 'My Documents' tab

**Will my account expire?**

Your account does not expire. However you would be restricted from accessing the search functionality if you do not have the necessary funds required to perform search