



# Dedicated to effective service

One clear choice  
for **Process Serving**





“  
To provide an ethical,  
expert service,  
maintaining discretion and  
professionalism at all times.  
”

## Providing the **highest standards** and best industry practice

**IDS Group** is a professional government licensed Commercial Agency with recognised credibility and experience in process serving throughout Australia. We have been efficiently servicing the legal industry and all levels of government since 1983. Our primary objective is to provide a premium service and to uphold the highest standards in our class of business.

### **Committed to you**

**IDS Group** is committed to providing our clients with the best possible outcomes in the following service areas:

- All service of legal and other documentation;
- Field enquiries;
- Financial interviews;
- Enforcement hearings;
- Lock outs and inspections; and
- Court filing.

## Dedicated to getting you results



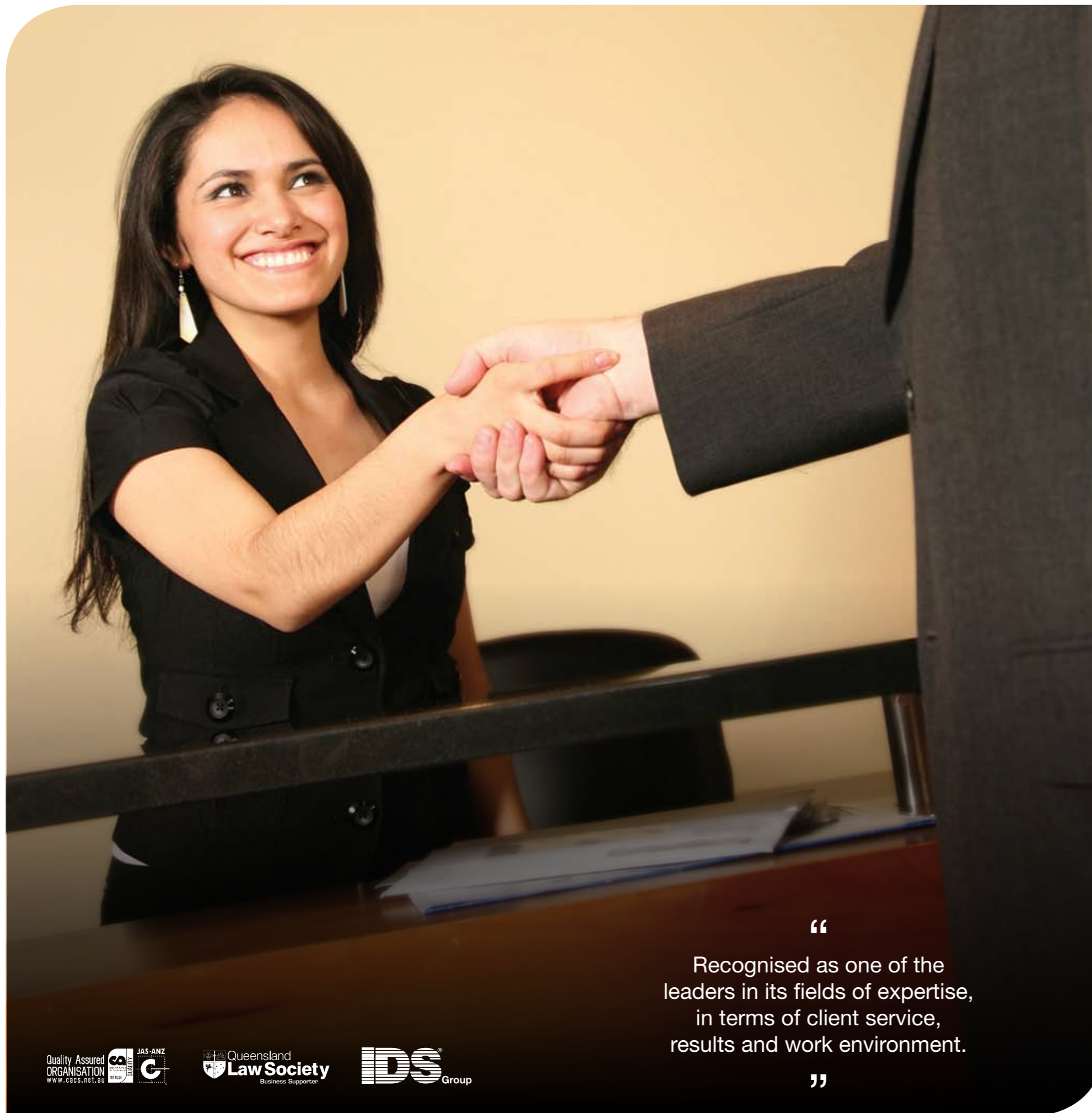
In providing these services, **IDS** Process Servers comply with all relevant rules and regulations. **IDS** Process Servers have significant experience in understanding and applying the rules of service and other legislation that applies to services provided under the commercial agency banner.

**IDS Group** is a member of the Institute of Mercantile Agents and is bound by the Association's strict Codes of Ethics and Conduct, thereby providing assurance that their services are conducted with the utmost integrity and professionalism.

**IDS Group** has several Justices of Peace on staff and an in-house lawyer which allows us to witness the swearing of Affidavits of Service. This means that we can provide a one stop service for all process serving requirements. Having a lawyer on staff also assists **IDS** to tailor its services to meet the needs and expectations of legal practitioners and their clients.

We are able to offer clients online access to their files, which includes the ability to track the progress of instructions and issue further instructions if required.

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Our Process Servers are well trained and well informed.  
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Recognised as one of the  
leaders in its fields of expertise,  
in terms of client service,  
results and work environment.  
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## The experience and efficiency to **urgently deliver**

**IDS Group** is currently a preferred supplier of process serving services to a large number of Local, State and Federal Government Departments and Authorities.

We utilise the latest technology, which enables us to be more responsive to our clients' needs.

### **We eliminate your exposure to risks**

As we have a network of Agents across Australia and overseas we have the capacity to serve process in most areas of Australia and internationally, allowing us to exist as a single source provider for all our clients.

All services are completed professionally and in accordance with procedures and processes detailed in our company Quality Assurance Program.

We strive to obtain the best outcome for our clients in a diligent, effective and ethical manner.

### **“Utmost integrity and professionalism is paramount in our business”**

**Nick Wright - President of the Australian Mercantile Agents Association, President of the Queensland Division of the Institute of Mercantile Agents Ltd and a Director of IDS Group. He is also the Chairperson of the Process Serving Committee, Institute of Mercantile Agents Ltd;**

Nick is a recognised expert in the field of Process Serving, leading a strong, professional team who work with the honesty, integrity, compassion and dedication that clients deserve.

We have a significant client base comprising Federal, State and Local Government Departments, Authorities and Agencies, insurance companies, law firms, private sector corporations and medium to small businesses.

At **IDS**, we ensure our Agents are up-to-date with the latest legislative requirements.

**IDS Group** is certified to the Quality Assurance standard ISO:9001:2008. **IDS Group** follows the Codes of Conduct and Ethics of the Institute of Mercantile Agents Ltd and the National Association of Professional Process Servers.



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For further information please  
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or email [process@idsgroup.com.au](mailto:process@idsgroup.com.au)

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Commercial Agent Licence no. 3056026  
Quality Assured Organisation & Accredited  
Government Service Provider. Licensed  
by the Queensland Government.

Members of the **Institute of Mercantile  
Agents Ltd & National Association  
of Professional Process Servers**