



PRACTICAL GUIDE

Spotting Underquoting (and What to Do)

Underquoting is illegal in Victoria but still common. Recognise it, document it, and report it to Consumer Affairs the right way.

How underquoting actually works

- Agent quotes \$1.4M to \$1.54M, property sells \$1.75M.
- Buyers spend \$700 to \$1,400 on inspections and lose trust in the system.
- Vendor rarely benefits; the auction just runs unnecessarily long.

Spotting it before you spend money

- Check the Statement of Information's 3 comparable sales: are they really comparable?
- Cross-reference with REIV/Domain/REA sold data for the same street and type.
- Talk to two other agents in the same suburb for their honest view.
- Ask the listing agent for the vendor's actual reserve range; refusal is a signal.

Reporting

- Save Statement of Information, ads, screenshots, emails.
- Lodge with Consumer Affairs Victoria via underquoting reporting form.
- Penalty of up to \$33k per offence; named agents lose commissions.

Protecting your time and money

- Don't pay for inspections until you've recalibrated against your own comps.
- Walk away from any quote \$300k+ below your own analysis.
- Vote with feet; agents underquoting repeatedly will see fewer registered bidders.

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