BETA

Prompting accuracy: Using behavioural insights to support accurate registrations

By registering on the Personal Property Securities Register (PPSR), businesses can safeguard their security interests. But these registrations must be accurate - even a small mistake can render a registration invalid.

We partnered with AFSA to evaluate two changes to the PPSR form that could reduce these mistakes.

New Review Screen

To prevent users from rushing through the registration, and to highlight the importance of registering correctly, we added a pop-up at the final review screen, and required users to confirm the details they inputted.

The new review screen **did not affect accuracy.**

New Layout & Prompts

To prevent users from making mistakes, we presented questions in a more straightforward way and added five prompts that appeared if a common mistake was made.

These changes **almost halved the number of incorrect transactions.**

We halved the error rate by asking questions in a more straightforward way and adding prompts. These changes helped PPSR users identify and correct their mistakes.