

Business Continuity Plan - COVID-19 Update

If you need us, we're here.

We are truly living in unique times. The coronavirus pandemic is impacting everyone from our families, to our businesses. As the situation continues to affect our world, we wanted to reach out and update you on how we're supporting our employees, our community and you —our customers and partners.

Business continuity plan

To ensure our customers' businesses are supported we have taken specific steps as part of our business continuity plan. If you have asked your employees to work from home due to the novel coronavirus (COVID-19) be assured that they will be able to temporarily perform credit checks and obtain the full credit report from their home computers until further notice.

Connect with us your way.

We are prepared to do everything we can to ensure your Rentcheck experience continues uninterrupted. We are introducing a variety of flexible ways to verify identity allowing easier access to a Rentcheck account.

New remote protocol.

You can do most of your Rentcheck work online or using your mobile device, wherever you are. This includes contacting accounting, bill payments and remote deposits.

Rentcheck from home Program

We want you to know that as this situation continues to evolve, we have prepared our employees to participate in our 'Rentcheck from home' program, which is a continuing effort to fulfill our client's business needs as our top priority anywhere we are.

We are taking important steps to stay protected.

We continue to monitor the situation closely and are following the latest guidance from local, provincial and federal health authorities, including the [Public Health Agency of Canada](#), to ensure that our practices are aligned with the latest recommendations.

We are ready to serve you.

We understand your concerns during this time, so we're taking additional steps to keep our information systems safe for you and your employees. We have increased our level of cyber security with very little interruption.

You can speak to us live.

We are committed to being here for you: our admin staff can assist with most of the services offered in-office. While you may experience slower than usual response times in case of high volume of calls, rest assured that we are committed to providing you with the best service we can as we help all our customers navigate this unusual time.

Be vigilant in the fight against fraud.

During this time of heightened concern, it is important to be especially vigilant against those seeking to commit fraud. We are here to protect you: Rentcheck will never send you unsolicited emails asking for confidential information, such as your password, access code, credit card information, or Rentcheck account numbers. Please do not respond to unsolicited emails, text messages, websites, or pop-up windows that request this type of information online. In general, when using the internet, we also remind you not to open attachments or click hyperlinks in emails or text messages that are sent by someone you don't know or recognize.

We'll keep you in the loop.

We are committed to keeping our lines of communication open to inform you of any Rentcheck latest developments that may concern you. If you need us, we're here to help. For more information about Rentcheck please call locally at: 416-365-7060 or Toll Free at: 1-800-661-7312 ext. 221.

We understand this is an uncertain time for everyone and we are here to continue to support you, whatever your needs may be.

Above all else.

Our thoughts are with those affected by the virus, particularly those who are sick. We wish them a speedy recovery, and we remain inspired by our healthcare workers and others who are caring for people around the world.

Sincerely,

Your Name: Brenda Maxwell, sales@rentcheck.ca
Rent Check Credit Bureau Ltd.
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Rentcheck | www.rentcheck.ca

