



Customer Administrator User Management

Dispute Automation – User Creation

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Table of contents

Quick Reference	4
How to add a new user	4
How to copy a user profile	4
How to edit a user profile	4
How to reset a user's password	5
How to unlock a user's account	5
Glossary of Terms	6
Creation of Users	6
User details	8
Contact information	9
Roles	11
Assigning a role	12
Un-Assigning a role	12
Role Assignments	12
Organization Details	14
Primary Organization Details	14
Example one	14
Secondary Organization Details	15
Example two	15
Additional data	16
Search User	19
Copy User	21
Password Reset and locked out accounts	23
Password Reset	23
Locked out accounts	24

Quick Reference

How to add a new user

1. Click on **User**
2. Click on **Add user**
3. Enter in **User details**
4. Assign the correct roles to the user based on their function.
5. Apply Organization details as they pertain to the role assigned.
6. If necessary, add additional data to the user.
7. Click **Save**
8. Once created, a temporary password will be sent to the user's email address. This password will have to login for the first time, after which the user will be asked to set a permanent password.

How to copy a user profile

1. From the search menu, locate the profile you wish to copy
2. Click on the radial button of the user you wish to copy and click on **Copy User**
3. This will populate all the same information from the user profile.
4. Enter in the following information
 - i. User ID
 - ii. User Full name
 - iii. Email address
 - iv. Phone number
5. Review the roles and make any necessary adjustments.
6. Review the organization details and make any necessary adjustments.
7. Review additional data and make any necessary adjustments.
8. Click **Save**
9. Once created, a temporary password will be sent to the user's email address. This password will have to login for the first time, after which the user will be asked to set a permanent password.

How to edit a user profile

1. Click on **User**

2. Enter in the User ID, click on **Search**
3. This will open the **Edit User menu**
4. Make the necessary updates to the Users profile.
5. Click on **Save**

How to reset a user's password

1. Click on **User**
2. Enter in the associates user details. Click **Search**
3. Select the user profile by clicking on the radial button
4. Click on **Reset Password.**
5. A pop window confirming the user will appear.
6. In the comments add **Password reset**
7. Click on the checkbox that the user was verified
8. Click **Submit**
9. Once submitted, a temporary password will be sent to the user's email that is on file.

How to unlock a user's account

1. Click on **User**
2. Enter in the associate's user details. Click **Search**
3. Select the user profile by clicking on the radial button.
4. If the user is locked out under lock status the radial button will be red.
5. Click on **Unlock user**
6. The radial button will change from red to green with confirmation that the user has been unlocked.
7. Once unlocked, a temporary password will be sent to the user's email address. This password will have to login for the first time, after which the user will be asked to set a permanent password.

Glossary of Terms

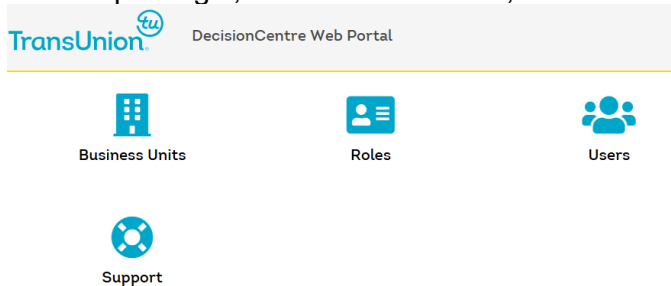
The following are the definition of the terms used within this manual.

Term	Definition
Adjudicator	A non-administrator user who can process disputes
Business Unit	The name of your organization
Category	These are the various departments created for your organization (Business Unit). Example: <ul style="list-style-type: none"> • Business Unit: Bank A • Category 1: Loans • Category 2: Mortgages • Category 3: All Other Accounts
Customer	This will be your company name.
Users	These are the associates you will be creating roles for within the dispute portal.

Creation of Users

This manual will provide the steps taken to create administrator and non-administrator roles in the portal.

1. Login to the dispute portal using valid credentials.
2. Upon login, on the home screen, select the **Users menu**.



3. From the search User menu, select **Add User**.

Note

When filling in the form do not use the memory feature, type in all information.

4. This will direct you to the page that prompts for a list of fields to be completed in order to proceed with the user creation.

Fields marked with * are mandatory

User Details

User ID * :	<input type="text"/>	User Name * :	<input type="text"/>
Business Unit Name * :	<input type="text"/>	Number of Sessions * :	<input checked="" type="radio"/> Unlimited <input type="radio"/> Single Session
Expiration Date (MM/DD/YYYY) * :	<input type="text"/>	Active Status :	<input checked="" type="checkbox"/> Active
Preferred language for communication :	English (United States)		
Manager Id :	<input type="text"/>		

Contact Information

Address Line 1 * :	<input type="text"/>	Address Line 2 :	<input type="text"/>
City * :	<input type="text"/>	State :	<input type="text"/>
Country * :	<input type="text"/>	Postal Code * :	<input type="text"/>
Address Type :	Home Address	Email Type :	Work Email Address
Email Address * :	<input type="text"/>	Email Format :	HTML Format
Phone Number * :	<input type="text"/>	Phone Type :	Business Phone
Alternate Number :	<input type="text"/>	Phone Type :	Business Phone

5. The fields with description are as follows:

User details

Field	Description
User ID	This can be an email address or a unique alphanumeric value including special characters
User Name	This is the name of user associated with the user ID.
Business Unit Name	This will be prepopulated with your company's name. If your name is not pre-populated, click on the search drop down and select your company.
Expiration date	Enter in the following for expiration date Your current month, 2029
No of sessions allowed	Select one of the following option <ul style="list-style-type: none"> • Unlimited • Single Session
Preferred language of communication	From the drop down select your preferred language.
Active status	Click the check box to make the user active. To make the user inactive, unclick the check box.
Manager ID	Allows you to assign a particular user as a manager to the new user created. A list will display based on the Business unit selected. This field is optional.





Contact information

This section to be completed with the users company information






Field	Description
Address Line 1-2	Enter in the companies physical address
City	Enter in your companies city
State	Enter in your companies province
Country	Enter in Canada
Postal Code	Enter in Postal Code
Address Type	<p>Three options in the drop down</p> <ul style="list-style-type: none"> • Home address • Work address • Other <p>Choose the work address for your company</p>
Email Address	Enter in the users email address. This needs to belong to the user. Temporary password will be sent to the user.
Email Type	<p>From the drop down select the type of email address it is</p> <ul style="list-style-type: none"> • Work email address • Home email address • Other
Email Format	<p>From the drop down select your preferred email format</p> <ul style="list-style-type: none"> • HTML Format • PlainText Format • RTF
Phone number	Enter in the user's phone number

Phone Type	From the drop down select the phone type
Alternate Number	Enter in an alternate phone number for the user <ul style="list-style-type: none">• Business Phone• Business 1-800 Phone• Other Phone
Phone Type (Alternate Number)	From the drop down select the phone type <ul style="list-style-type: none">• Business Phone• Business 1-800 Phone• Other Phone

User Details

User ID * :	<input type="text"/>	User Name * :	<input type="text"/>
Business Unit Name * :	<input type="text"/> 	Number of Sessions * :	<input checked="" type="radio"/> Unlimited <input type="radio"/> Single Session
Expiration Date (MM/DD/YYYY) * :	<input type="text"/> 	Active Status :	<input checked="" type="checkbox"/> Active
Preferred language for communication :	<input type="text" value="English (United States)"/> 		
Manager Id :	<input type="text"/> 		

Contact Information

Address Line 1 * :	<input type="text"/>	Address Line 2 :	<input type="text"/>
City * :	<input type="text"/>	State :	<input type="text"/>
Country * :	<input type="text"/>	Postal Code * :	<input type="text"/>
Address Type :	<input type="text" value="Home Address"/> 	Email Type :	<input type="text" value="Work Email Address"/> 
Email Address * :	<input type="text"/>	Email Format :	<input type="text" value="HTML Format"/> 
Phone Number * :	<input type="text"/>	Phone Type :	<input type="text" value="Business Phone"/> 
Alternate Number :	<input type="text"/>	Phone Type :	<input type="text" value="Business Phone"/> 

Roles

This section allows you to choose the roles that would apply to the user based on the level of access they need to have. There are two list boxes available.

- **Unassigned roles:** A list of roles available in the application.
- **Assigned roles:** The list of roles selected to be assigned to the user.

Roles

Unassigned Roles

Role Name
DisputeOrganizationType
DisputePortal_TestBU
DisputeReport
DisputeSiteRole
DisputeSummaryreport
HZTESTIN3
LAP Adjudicator Role
LAP Admin Adjudicator User
LAP Admin Completed
LAP Admin User
LAP Completed Dispute



Assigned Roles

Role Name

Assigning a role

1. Select the role from the unassigned roles list and click on the move right chevron to move it into the assigned roles list.

Roles

Unassigned Roles

Role Name
LANOLET TOYOTA
LAP Adjudicator Role
LAP Admin Adjudicator User
LAP Admin User
LAP Super Admin Role



Assigned Roles

Role Name
DisputeReport
LAP Admin Completed
LAP Completed Dispute

Un-Assigning a role

1. Select the role from the assigned roles list and click on the move left chevron to move it back into the unassigned roles list.

Roles

Unassigned Roles

Role Name
LAP Adjudicator Role
LAP Admin Adjudicator User
LAP Admin User
LAP Completed Dispute
LAP Super Admin Role



Assigned Roles

Role Name
DisputeReport
LAP Admin Completed

Role Assignments

Review the following chart and apply the correct permissions to allow your users the correct access to the dispute portal.

Important

As an administrator you will be assigned multiple roles. When logging into the portal you will need to choose **LAP Admin Adjudicator User** in order to respond and complete disputes.



Customer User Type	Access	Roles Required	Organization Level
Administrator	<ul style="list-style-type: none"> • Access to create administrator and non-administrator users. • Access to respond to disputes for level 1 all categories. • Access to completed disputes. <p>Note Access to lap adjudicator role, however this is not be used.</p>	<ul style="list-style-type: none"> • LAP Admin Adjudicator User • LAP Admin Completed • LAP Adjudicator Role • LAP Completed Dispute • ProdEnvironment • SystemReports • UserReport • DisputeReport <p>Note Choose LAP Admin Adjudicator User when logging into the portal.</p>	Customer level 1
Adjudicator - completed disputes only	Access to disputes previously processed and that are now marked as completed disputes. Specific to category unit level 2.	<ul style="list-style-type: none"> • LAP Completed Dispute • ProdEnvironment 	Customer level 2

Adjudicator – open disputes only	Access to outstanding disputes that need to be processed. Specific to category unit level 2.	<ul style="list-style-type: none"> LAP Adjudicator Role ProdEnvironment 	Customer level 2
Adjudicator – open and completed disputes only	Access to both outstanding disputes as well as disputes previously processed. Specific to category unit level 2.	<ul style="list-style-type: none"> LAP Adjudicator Role LAP Completed Dispute ProdEnvironment 	Customer level 2

Organization Details

This section allows you to grant access to users to view and complete disputes. Based on your internal structure will determine how the organization details will display.

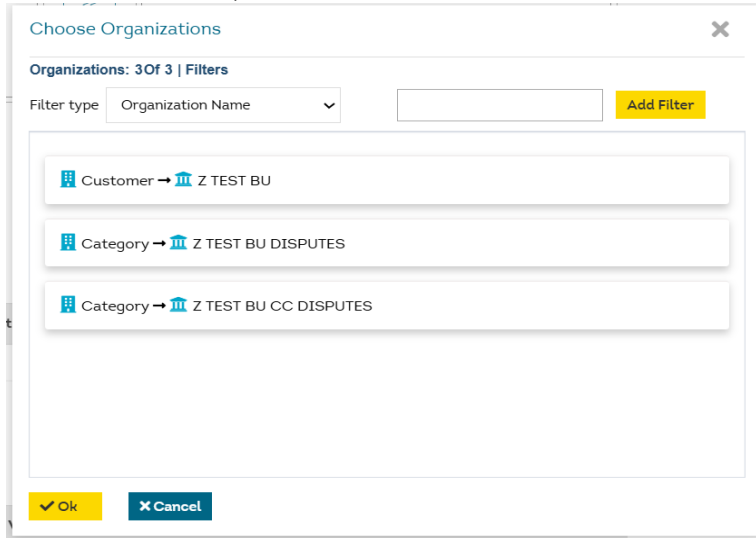
Primary Organization Details

Secondary Organization Details

Level	Organization Name	Actions
No Organizations Mapped		
+ Add Secondary Organization		

Primary Organization Details

Field	Description
Primary Organization Details	Choosing Primary Organization Details will give the user access to all disputes sent by TransUnion, regardless of the Category assigned to each dispute.

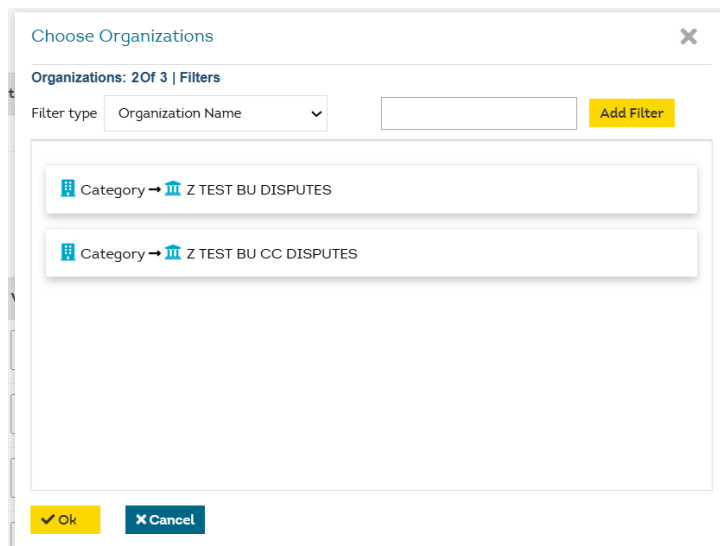


EXAMPLE ONE

- In this example, I have chosen Customer **Z TEST BU** in the organization name. My only option for customer/lender is the company I work for.
- This level of access will allow you to view, edit and complete disputes in the portal for all departments.

Secondary Organization Details

Field	Description
Secondary Organization Details	The Secondary Organization Details will give user access to all the dispute sent to specific category by TransUnion.



EXAMPLE TWO

- In this example I have selected **Z TEST BU CC DISPUTES** category as my secondary organization. This allows you to choose which category you specifically want the user to have access to in the portal.
- In this example, this user will have the access to view, edit and complete disputes for credit cards for **Z TEST BU CC DISPUTES** only.

Note

If you have a user that needs to have access to more than one category/department, create them as an administrator using example one that allows full access to all disputes with the portal.

Additional Data

Additional Data

Name	Value
Dispute Type	<input type="text"/>
Provinces	<input type="text"/>
Dispute Segment	<input type="text"/>
Rating Type	<input type="text"/>

1. The above fields can be used to further restrict user access through additional dispute filters. All fields above are free form and this section is only to be used when you want to limit what disputes your user is responsible for.
2. Leave this section blank if you do not have a reason to restrict what disputes the user is responsible to complete.

Field	Description	Field Value to be entered
Dispute Type	This field allows you to assign specific dispute types to the user	<ul style="list-style-type: none"> • ACCURACY • FRAUD • OWNERSHIP <p>Note</p> <p>Separate all segments in this field with a comma. End every entry with a comma. Keep caps lock on.</p> <p>Example</p> <p>ACCURACY, FRAUD</p>
Provinces	This field allows you to assign specific provinces to the user.	Province list with abbreviations

		Alberta	AB
		British Columbia	BC
		Manitoba	MB
		New Brunswick	NB
		Newfoundland and Labrador	NL
		Nova Scotia	NS
		Northwest Territories	NT
		Nunavut	NU
		Ontario	ON
		Prince Edward Island	PE
		Quebec	QC
		Saskatchewan	SK
		Yukon	YT
		<p>Note</p> <p>Separate all segments in this field with a comma. End every entry with a comma. Keep caps lock on.</p> <p>Example</p> <p>BC, AB, MB, ON,</p>	

<p>Dispute Segment</p>	<p>This field allows you to assign specific dispute segments based on a number value to your user.</p> <ul style="list-style-type: none"> • ACCOUNT • INQUIRY • MORTGAGE • CLOSED FOR CAUSE • COLLECTION • ALTERNATIVE ACCOUNT 	<p>Enter in the following value based on the segment you want to assign to your user</p> <table border="1" data-bbox="1005 186 1503 579"> <tr> <td>ACCOUNT</td> <td>1</td> </tr> <tr> <td>INQUIRY</td> <td>2</td> </tr> <tr> <td>MORTGAGE</td> <td>3</td> </tr> <tr> <td>CLOSED FOR CAUSE</td> <td>4</td> </tr> <tr> <td>COLLECTION</td> <td>5</td> </tr> <tr> <td>ALTERNATIVE ACCOUNT</td> <td>6</td> </tr> </table> <p>Note</p> <p>Separate all segments in this field with a comma. End every entry with a comma.</p> <p>Example 1, 3</p>	ACCOUNT	1	INQUIRY	2	MORTGAGE	3	CLOSED FOR CAUSE	4	COLLECTION	5	ALTERNATIVE ACCOUNT	6
ACCOUNT	1													
INQUIRY	2													
MORTGAGE	3													
CLOSED FOR CAUSE	4													
COLLECTION	5													
ALTERNATIVE ACCOUNT	6													
<p>Rating Type</p>	<p>This field allows you to assign specific rating types based on a number value to your user.</p> <ul style="list-style-type: none"> • C – LINE OF CREDIT • I – INSTALLMENT • M – MORTGAGE • O – OPTIONAL • R - REVOLVING 	<p>Enter in the following value based on the segment you want to assign to your user.</p> <table border="1" data-bbox="1005 930 1503 1373"> <tr> <td>C – LINE OF CREDIT</td> <td>1</td> </tr> <tr> <td>I – INSTALLMENT</td> <td>2</td> </tr> <tr> <td>M – MORTGAGE</td> <td>3</td> </tr> <tr> <td>O – OPTIONAL</td> <td>4</td> </tr> <tr> <td>R – REVOLVING</td> <td>5</td> </tr> </table> <p>Note</p> <p>Separate all segments in this field with a comma. End every entry with a comma</p> <p>Example 2, 5,</p>	C – LINE OF CREDIT	1	I – INSTALLMENT	2	M – MORTGAGE	3	O – OPTIONAL	4	R – REVOLVING	5		
C – LINE OF CREDIT	1													
I – INSTALLMENT	2													
M – MORTGAGE	3													
O – OPTIONAL	4													
R – REVOLVING	5													

3. Once all information has been entered.
4. Click **Save**

Additional Data
No data available.

Name	Value
Dispute Type	ACCURACY, FRAUD.
Provinces	NL, NS, PE.
Dispute Segment	1,3.
Rating Type	2,3.

Search User

1. Once the user has been created, click on search user.
2. Enter in the user information to locate their profile.

Add User
Edit User
Maker/Checker
Search User

User ID :

Business Unit Name : 🔍

Modified Date (MM/DD/YYYY) : 📅

User Name :

Created Date (MM/DD/YYYY) : 📅

Status : ▼

Clear
Search

Select	User ID	User Name	Lock Status	Is Active
○	testbankadmin	ADMIN USER TEMPLATE	✔	✔

Unlock User
Reset Password
Copy User

3. If you prefer to view all user profiles under your business unit name, only choose your company name from the drop down and all user profiles that have been created will appear. This will be useful when copying profiles for new users.

CUSTOMER ADMINISTRATOR USER MANAGEMENT | SEARCH USER

- Add User
- Edit User
- Maker/Checker
- Search User**

User ID :

Business Unit Name : 

Modified Date (MM/DD/YYYY) : 

User Name :

Created Date (MM/DD/YYYY) : 

Status :

Select	User ID	User Name	Lock Status	Is Active
<input type="radio"/>	Dispute_ClientUser1	Dispute_ClientUser1	✓	✓
<input type="radio"/>	Dispute_customer	Dispute_customer	✓	✓
<input type="radio"/>	hztesting3_user	hztesting3_user	✓	✓

- 
- 
- 

Field	Description
User ID	User ID of the user
User Name	Name associated with the user ID
Lock Status	Displays if the user is locked or unlocked from the application Green radial implies they are unlocked.
Is Active	Displays if the user is active or inactive Green radial implies the user is active
Unlock User	By selecting unlock user, this will unlock the profile in the event that it has been locked out. User will be locked out after three failed login attempts.
Copy User	Copies the selected user details in order to create a new user.

	<p>This will redirect you to the edit user page with the details of the selected user being copied to the respective fields, with the exception of user ID, User name, email address and phone number.</p>
<p>Reset password</p>	<p>The Reset Password feature allows administrators to update a user's login credentials by selecting the desired user from the list using the radio button and then clicking the "Reset Password" button.</p> <p>This function helps with maintaining secure access, especially when users forget their password.</p>

Copy User

When creating new users, you can copy an active current profile.

Note

This can only be completed by users with administrator privileges.

Add User
Edit User
Maker/Checker
Search User

User ID :

Business Unit Name : Q

Modified Date (MM/DD/YYYY) : 📅

User Name :

Created Date (MM/DD/YYYY) : 📅

Status : v

Clear
Search

Select	User ID	User Name	Lock Status	Is Active
<input type="radio"/>	Dispute_ClientUser1	Dispute_ClientUser1	✔	✔
<input type="radio"/>	Dispute_customer	Dispute_customer	✔	✔
<input type="radio"/>	hztesting3_user	hztesting3_user	✔	✔

Unlock User
Reset Password
Copy User

1. Click on **Users**
2. Click on **Search User**
3. Enter in the User ID of the profile you wish to copy. Alternately you can also choose your company to view all user ID profile.
4. Click **Search** to view the profile you wish to copy.
5. Click on the profile by selecting the radial button
6. Click on **Copy User**

<input type="radio"/>	TBIProvinceUser	TBIProvinceUser	●	●
<input checked="" type="radio"/>	TBIPTestUser	TBIPTestUser	●	●

[Unlock User](#) [Reset Password](#) [Copy User](#)

7. Enter in the user ID and User name of the new user.

8. **Manager Id:** Choose your user ID.

User Details

User ID * :	<input type="text"/>	User Name * :	<input type="text"/>
Business Unit Name * :	TEST BANK <input type="button" value="Q"/>	Number of Sessions * :	<input type="radio"/> Unlimited <input checked="" type="radio"/> Single Session
Expiration Date (MM/DD/YYYY) * :	10/15/2029 <input type="button" value="📅"/>	Active Status :	<input checked="" type="checkbox"/> Active
Preferred language for communication :	English (United States) <input type="button" value="v"/>		
Manager Id :	<input type="text"/> <input type="button" value="Q"/>		

9. Contact information will be pre-populated from the user profile you are copying from.

Contact Information

Address Line 1 * :	3115 Harvester Rd <input type="text"/>	Address Line 2 :	<input type="text"/>
City * :	Burlington <input type="text"/>	State :	ON <input type="text"/>
Country * :	Canada <input type="text"/>	Postal Code * :	L7N 3W8 <input type="text"/>
Address Type :	Work Address <input type="button" value="v"/>	Email Type :	Work Email Address <input type="button" value="v"/>
Email Address * :	<input type="text"/>	Email Format :	HTML Format <input type="button" value="v"/>
Phone Number * :	<input type="text"/>	Phone Type :	Business Phone <input type="button" value="v"/>
Alternate Number :	<input type="text"/>	Phone Type :	Business Phone <input type="button" value="v"/>

10. Enter the following information for your new user

- Email address
- Email address format
- Phone Number
- Phone Type

11. Select the roles you wish to assign to the new user. Refer to Role Assignments.

12. Select the correct organization details. Refer to Organization Details
13. If necessary make adjustments to the additional data based on your companies preferences.
14. Click Save
15. Once created, a temporary password will be sent to the user’s email address. This password will have to login for the first time, after which the user will be asked to set a permanent password.

Password Reset and Locked Out Accounts

If a user has forgotten their password or locked themselves out of the portal following the below process

Password reset

Note

This can only be completed by users with administrator privileges.

1. Click on **User**
2. Enter in the associate’s user details. Click **Search**
3. Select the user profile by clicking on the radial button
4. Click on **Reset Password.**

Select	User ID	User Name	Lock Status	Is Active
<input type="radio"/>	mankaur_admin	Manpreet Kaur - Admin	✓	✓
<input type="radio"/>	mankaur_qc	mankaur_qc	✓	✓

Unlock User Reset Password Copy User

5. A pop window confirming the user will appear.
6. In the comments add **Password reset**
7. Click on the checkbox that the user was verified
8. Click **Submit**
9. Once submitted, a temporary password will be sent to the user’s email that is on file.

Select	User ID	User Name	Lock
<input type="radio"/>	TBIAdmin	TBIAdmin	
<input type="radio"/>	TBICCEast		
<input type="radio"/>	TBICCFraudUser		
<input type="radio"/>	TBICCUser		
<input type="radio"/>	TBIInqUser		
<input type="radio"/>	TBILoanInquiries		
<input type="radio"/>	TBIloansUser		
<input type="radio"/>	TBImortEast		
<input type="radio"/>	TBIProvinceUser		
<input checked="" type="radio"/>	TBITestUser		

Reset Password

User ID:

Comments * :

Is User Verified?

Locked out accounts

If a user has locked themselves out of an account, follow the below process to unlock the user.

Note

This can only be completed by users with administrator privileges.

10. Click on **User**
11. Enter in the associate's user details. Click **Search**
12. Select the user profile by clicking on the radial button.
13. If the user is locked out under lock status the radial button will be red.
14. Click on **Unlock user**
15. The radial button will change from red to green with confirmation that the user has been unlocked.

<input checked="" type="radio"/>	TBITestUser	TBITestUser	●
----------------------------------	-----------------------------	-------------	--------------------------------------

✔ User unlocked successfully.

Select	User ID	User Name	Lock Status
<input checked="" type="radio"/>	TBITestUser	TBITestUser	●

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