



Landlord Credit Bureau – Consumer Dispute Resolution Process & Policy

Landlord Credit Bureau handles the protection of all individuals and the security and accuracy of information within Landlord Credit Bureau with the utmost priority. Misuse of Landlord Credit Bureau data or services by any party will not be tolerated. Landlord Credit Bureau provides free access to reports for Consumers and a dispute process for Landlords and Tenants who believe there is inaccurate information. To initiate a dispute, please follow the steps set out below.

Please Note: Depending on the situation, reporting information to Landlord Credit Bureau may or may not require the consumer's consent. For detailed information regarding how this may apply to your situation please see:

USA: <https://landlordcreditbureau.com/legal-framework/>

Canada: <https://landlordcreditbureau.ca/legal-framework-cdn>

Landlord Credit Bureau Dispute Policy:

- Landlord Credit Bureau operates as a neutral third party.
- Every individual has the right to and is urged to dispute inaccurate information.
- Individuals must first verify their identity.
- If anything reported to Landlord Credit Bureau, by any party, is intentionally false, misrepresented, altered, or manipulated in any way (e.g. counterfeited document), Landlord Credit Bureau may pursue such act and the responsible individual, company or other legal entity to the full extent of the law.
- Landlord Credit Bureau will conduct the investigation as quickly as practical.

Instructions:

1. This form must be completed and submitted with supporting documentation to dispute inaccuracies on your Landlord Credit Bureau Tenant Record.

*Required fields are marked with an asterisk.

2. Attach clear copies of the following documentation to verify your identity
 - a. One piece (front and back) of valid, non-expired Government-issued identification, showing your name, date of birth, and your current home address. Examples of acceptable documentation include:
 - i. Driver's license
 - ii. Passport
 - iii. Citizenship card
 - iv. Permanent resident card
 - v. Birth Certificate
 - b. One document confirming the name and address on the ID (e.g. Utility, Phone, Cable, Internet, or Financial Statements).

Note: By choosing to send and have such information sent via email or mail, you accept full responsibility for the security of such information and the risk of such being intercepted by a 3rd party when in transit between you and LCB. We recommend that you black out any details that are not required to verify your identity.

3. Send the completed form and supporting documents to support@landlordcreditbureau.com
 - a. Subject of email should be "Request for Dispute Resolution";
 - b. We recommend you CC the Landlord on the email (not required);
 - c. Accurately describe the reason for the dispute;
 - d. Attach completed Landlord Credit Bureau Dispute form
 - e. Attach any written communications you have had about the inaccurate information/error;
 - f. Attach any supporting documentation proving the error (e.g. receipt showing rent was paid, tribunal order).
4. Please ensure all information is factual and respectful. Misrepresentation of facts or documents will not be tolerated.
5. All disputes will be investigated diligently as per Landlord Credit Bureau policies as amended from time to time.
6. If no Tenant Record is found, you will receive an email notifying you that no record was found.
7. Email your completed form and all documentation to support@landlordcreditbureau.com or mail to the appropriate address below.

Canada:

Landlord Credit Bureau Attn: Legal & Privacy
19567 Fraser Hwy, Box 361, Surrey, B.C. V3S 9A4 Canada

USA:

LCB Rent Reporting Ltd Attn: Legal & Privacy
1900 W Gray St, Unit 130946 Houston TX, 77019 USA

Landlord Credit Bureau Dispute Form

Personal Information:

First Name*	Middle Name	Last Name*	Suffix
_____	_____	_____	_____

Date of Birth (YYYY-MM-DD)*	SIN or SSN
_____	_____

Email Address*

Current Address:

Street #	Street Address (including PO Box, RR, General Delivery, Unit/Apt#)*
_____	_____

City*	State/Province*	Zip / Postal*	Country
_____	_____	_____	_____

Previous Address (Within the last 3 years):

Street #	Street Address (including PO Box, RR, General Delivery, Unit/Apt#)*
_____	_____

City*	State/Province*	Zip / Postal*	Country
_____	_____	_____	_____

Credit Bureau Contact Details:

If your questions are about your Credit Report with another Credit Bureau, please reach out to them directly.

Equifax USA

Equifax Information Services LLC
P.O. Box 740241 Atlanta, GA, 30374-0241
1-866-349-5191

Equifax Canada

Equifax National Consumer Relations
Box 190, Station Jean-Talon
Montreal, QC, Canada, H1S 2Z2
1-800-465-7166

TransUnion USA

TransUnion Consumer Solutions
P.O. Box 2000 Chester, PA, 19016-2000
1-833-395-6938

TransUnion of Canada

3115 Harvester Road, Suite 201
Burlington, ON, Canada, L7N 3N8
1-800-663-9980

Experian USA

P.O. Box 4500 Allen, TX 75013
1-888-397-3742