

Dear Member:

Welcome to TVS Connect!

We have a great service to offer you. You need to review this **IMPORTANT** information.



PLEASE READ ALL OF THIS

If you do not read and thoroughly review the following information in its entirety, it will cause you delays and frustration. This is **YOUR Guide** to hassle free tenant screening. Please read!

The electronic reports obtained via TVS should be used in conjunction with other due diligence that should be conducted on a Prospective Tenant. All databases whether on the Internet or not, are neither 100% accurate, nor are they 100% complete, data entry errors, non-reporting and inaccurate reporting play an integral part in this. Your decision to rent to an applicant should not solely be based on these reports; your interview with the applicant should tell you more. I.E. employment history, tenant history (landlord) and references.

This is IMPORTANT! Where a criminal or eviction record is returned to you with the **SAME NAME** as your applicant, further due diligence needs to be conducted to determine if it is your applicant or not.

- Is there a middle name match?
- Does DOB or physical description match?
- Is there a photo and does it match?
- Ask the Applicant! Do you have a criminal record and/or have you ever been evicted.
- IF YOU HAVE DIFFICULTY MAKING A DETERMINATION... then call the TVS office for assistance.

Fact: There are many same named Individuals. One or more of those Individuals may have a criminal and/or eviction record.

If a criminal record is returned and the name matches...that does not necessarily mean it belongs to your applicant. As noted above, conduct some due diligence to determine same. TVS has also **advised the Applicant** in the instructions to call the TVS office for assistance if a record is returned and it isn't theirs.

REPORTS ARE GENERATED AUTOMATICALLY...TVS DOES NOT REVIEW THEM.

Minimize your landlord risk...view this link for some simple tips and advice that will enhance your tenant screening process: <http://www.criminalfraud.com/landlord-fraud.php>

REMEMBER: You must provide all applicants with a copy of the FCRA Summary of Rights

[TVS FCRA Summary of Rights](#)

How do I request a credit report?

Next:

REQUEST ANOTHER CONSUMER CREDIT REPORT

Please choose the reports you want to request from Tenant

- \$16.95: Tenant Credit Report
- \$35.90: Credit Report PLUS Criminal Search, and Eviction Search

Who pays TVS for the reports?


- Tenant pays TVS for the reports
- I (Landlord) pay. A screening fee has been collected

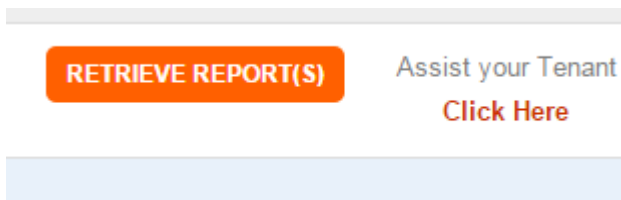
- Go to <http://www.tenantverification.com> (please put this in your favorites).
- Click on Client Login near the top right corner of the screen
- Enter your email address and password which you provided after email confirmation. Click Login.
- From the My Reports section after login, click on Request a New Consumer Credit Report.
- Enter the First Name, Last Name and Email address of your prospective tenant.
- Choose the reports you want to order: \$16.95 Tenant Credit Report OR \$35.90 Credit Report PLUS Criminal Search and Eviction Search.
- Choose who pays for the reports: **You OR the tenant**. If you are paying for the report, you will need to enter your Visa or MasterCard information. Tenant does not see FEES.
- Click Submit. You will now be taken back to the My Reports section where you can see the status of your report requests.

Last report requests status						
Tenant	TX No.	Date Opened	Status	Last action	Payment	What's next
Smith, Joe joe@smithmail.com RECTIFY EMAIL	700018	Dec 01, 2014 17:44 pm	Request sent to Tenant	1 email(s) sent. 0 secs ago.	Tenant has to pay	Tenant not getting notification? TRY AGAIN
			CANCEL REQUEST			

What's next?

The tenant will now have to complete their sign up process and pay for the reports (if you chose that option). You can login to your TVS account anytime to check the status of the report on your dashboard. The Status will update each time the prospective tenant completes a step. The Status updates are:

- **Request Sent to Tenant** – the prospective tenant has received the email request stating that you wish to order a report(s) on them for tenant screening purposes.
- **Tenant has read the request** - the tenant has signed up and defined a password, but still needs to authenticate via the 2 minute questionnaire. The same as you did.
- **Tenant has signed up** – the tenant has completed the questionnaire and needs to pay for the report if you chose...Tenant Pays. If you paid for the report(s) then they are retrieved at this point and you can VIEW.
- **Credit**  - the report(s) are retrieved automatically after the tenant has answered the Questionnaire accurately and paid for the report(s)... if you did not. **What's next** tab, click on **Retrieve Report** to view the report(s).
- **Closed** - you have now viewed the tenant's report(s) and it is closed. You can get a copy of the report for 30 days by clicking on **Get a Copy**.



Note: Click on the Assist Your Tenant button in the **My Reports** section in the Dashboard to view your applicant's screen. You can see at what stage the tenant is at and you can assist if need be. The applicant received simple instructions to complete the process.

******* Not everyone has a credit history! EG**

- ✓ Young person and has not applied for credit
- ✓ New to USA and has not applied for credit.
- ✓ Has applied for credit but never approved, so no credit history and a Questionnaire can't be built.
- ✓ Hasn't applied for credit in last 10 years.

Generally speaking...if an Individual does not get a Questionnaire there is no Credit File. **ASK Applicant...**do you have credit cards or credit in your name? If NO then no credit history, if YES then ask what? If YES is confirmed, applicant should call TVS.



Login to View your dashboard

FAQs regarding your report requests

Q. What if I entered the prospective tenant's email incorrectly?

A. From **My Reports** in the Dashboard, locate the report request and **Rectify email**. Enter correct email address and click Submit.

Q. What if I want to cancel the request I sent to the prospective tenant?

A. From **My Reports** in the Dashboard, locate the report you wish to cancel and click on blue **Cancel Request** button. If you paid for the report...

- You can choose to have your credit card refunded (within 5 business days) There is a **\$2.00 FEE** for reimbursement to you credit card. TVS pays a transaction FEE and a cancellation FEE.
- You can have an instant credit applied to your account in the **amount that you paid** and it will stay on your account until you use it. You will see the amount of the credit under **My Reports**.
- The prospective tenant will receive an email notification of the cancellation and advised that no further action is required.

Q. What if my prospective tenant did not receive the email request?

A. From **My Reports** in the Dashboard, locate the requested report and click the blue button that says **Try Again** under Tenant not getting Notification. Often it is an incorrect email.

Note: The applicant will receive an email reminder every 24 hrs until he/she completes the process. If the process is not being completed you can do one of two things:

1. Call the applicant to determine when the process is going to be completed
2. Process another applicant for rent...**DO NOT** call the TVS office where the applicant is not responding.

How do I read the credit report? - Go to **Explanation Guides** to the right of **My Reports** after you have logged in. The TVS guide explains the credit report in simple terms.

How do I report Tenant Pay Habits?

You may report tenant pay habits on a monthly basis at the **main menu** after log in. Tenants are more likely to pay their rent on time when they know that you report their pay habits.

It is your responsibility as a landlord to ensure that you are fully aware of the rules and regulations of the landlord/tenant laws in your State. You can find them on our website by going to Links and clicking on State Landlord/Tenant Laws. Being fully aware of your landlord duties will benefit your landlord business and keep you from being victimized by a deceitful tenant who preys on landlords that don't know the rules. ***TVS does not have Expertise in landlord/tenant law. Google can be tremendously helpful when searching for answers.***

Landlord Forms...log in and find Forms in the light blue header at the top of the page.

You can obtain a Rent Application and other valuable forms from our website after you are logged in.

FAQ's

Please review [FAQ's on the website](#) for reasons why the prospective tenant was unable to complete the 2 minute authentication questionnaire and order their report via Experian Credit Bureau. Brief explanation was given above.

Contacting TVS

If you have any questions please call TVS toll free at 1-877-974-9328 or email info@tenantverification.com.

However, please ensure that you have thoroughly reviewed these instructions first. Thank you!

Thank you for choosing our Service and if you have any comments or complaints we would like to hear from you. You are our #1 priority! We will assist with your tenant screening process in the best way we can.

TVS Office Hours

Monday to Friday: 8 am to 4:30 pm (Pacific Time) Saturday and Sunday: closed

NOTE: Often Applicants are not forthcoming or forthright with information on rental application. Does this meet your criteria? Something to consider.