

# Customer Service Policy

TransUnion Interactive, Inc., its business units and affiliates (“**TransUnion**”) are committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting requirements under applicable accessibility legislation.

TransUnion shall maintain a program in which an individual with a disability can make reasonable requests for and obtain services through the TransUnion website, or Call Centre, including but not limited to:

## **Assistive devices**

Persons with assistive devices are entitled to use personal assistive devices while accessing any of our goods or services. TransUnion will ensure that our staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

## **Communication**

TransUnion will communicate with individuals with disabilities in ways that take into account their disability.

## **PRIVACY**

Persons with disabilities are entitled to confidentiality and the protection of their privacy. Persons with disabilities and are not required to disclose to employees of TransUnion information about the nature of their disability, unless specifically needed to better accommodate the needs of the person with disabilities.

## **CONFIDENTIALITY**

Confidentiality and privacy of the person with a disability will be respected at all times by TransUnion and its employees.

## **QUESTIONS/INQUIRIES/COMPLAINTS/FEEDBACK**

TransUnion prides itself on being accessible to all its customers.

Individuals who wish to provide feedback on the way TransUnion provides goods and services to people with disabilities or a concern about accessibility issues, can contact us by phone, email or mail:

**Mail to:** TransUnion Interactive  
Consumer Relations  
Attention: Canadian Site Accessibility Feedback  
100 Cross Street, Suite 202  
San Luis Obispo, CA 93401  
**Email:** [accessibility@members.transunion.ca](mailto:accessibility@members.transunion.ca)  
**Phone:** 855-468-1380

All feedback or concerns will be directed to the Compliance Department who will log the complaint and vet the issue to the appropriate area for resolution and/or process or procedure updates.

Individuals can expect to hear back within 30 days.