

RHR Information Services, Inc.

SelectRent News

Editor's Note

Happy holidays everyone! It's hard to believe that another year is already coming to an end.

In 2006 I begin my 8th year with RHR, and this is always a fun time to reflect on how much we've developed since we first got started. RHR has automated and evolved to such a degree that it's hard to believe we could function back in those early days.

One of the most enjoyable aspects of working at RHR is our commitment to efficiency and innovation. In 2005 we rolled

out some great new enhancements to our products, and this year we have our sights set on expanding our commercial and business screening products. For those of you with a portfolio of commercial real estate, please let us know if you have ideas for features you would like to see.

Our dedication to the highest quality residential screening service will of course remain our top priority. In fact, our New Years resolution at RHR is to continue to seek ways to

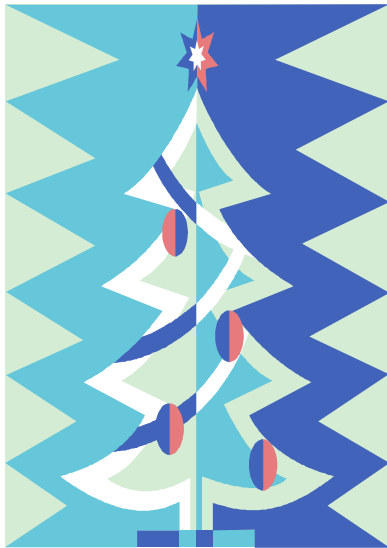
provide the most comprehensive screening products at the fastest delivery and lowest price possible.

We also have big plans for expanded criminal search offerings in addition to our new "Safeguard" product being introduced in this newsletter.

Thanks once again for another great year, and an even better 2006!

Sincerely,

Tony Karels
Account Manager



Inside this issue:

ITIN vs. SSN	2
New Product: "Safeguard"	2
Service Expectations	3
Commercial Screening	3

Legislative Alert: St. Paul Ordinance Regulates Application Fees

The City Council of St. Paul recently decided that "rental application fees should be regulated to protect applicants from unnecessary and predatory collection of fees".

The council determined that appli-

cation fees for rental properties shall not exceed \$35.00 per adult applicant.

Before taking a rental application fee, a rental property owner or manager must disclose to the applicant, in writing, the criteria on

which the application will be judged. If the applicant was charged an application fee and the rental property owner rejects the applicant, then the owner must, within 14 days, notify the appli-

(Continued on page 2)

ITIN's versus SSN's



When is a nine digit number used for pulling credit not a Social Security Number?

Not everyone applying for housing will have a Social Security Number. An alternative to using an SSN for pulling credit may be to use an applicants ITIN. Each month we see multiple occurrences of a client entering an ITIN instead of a SSN and the credit still pulls.

What is an ITIN?

An Individual Tax Identification Number (ITIN) is a tax processing number issued by the Internal Revenue Service. It is a nine-digit number that always begins with a 9 and has a 7 or 8 as the 4th digit (ex. 9XX-7X-XXXX). The IRS issues ITIN's to individuals that are required to have a U.S. taxpayer identification number but who do not have, and are not eligible for a

SSN from the Social Security Administration.

ITIN's are issued regardless of immigration status because both resident and non-resident aliens may have U.S. tax return and payment responsibilities under the Internal Revenue Code.

What is an ITIN used for?

ITIN's are for federal tax report-

(Continued on page 4)

New Product: SelectRent "Safeguard"

SelectRent's newest product, "Safeguard" is a comprehensive monitoring system designed to save you time, money and headaches by helping to assure consistency in the evaluation of applicants.

Safeguard checks to see if an applicant that you submit has previously applied and been rejected at another property within your management company. If so, you will receive a message that indicates

which property the applicant applied at, the property's phone number and the date at which they applied.

In addition, your report request will be stopped thus saving you money on the report. You will have the ability to deny the applicant or override the stop and restart the report.

Safeguard will also check to see if an applicant ever resided at another property within your company's

portfolio but left owing money or had some other lease violations. When found, a similar message will be generated prior to processing the new application.

Safeguard is a free product that you control. It's functionality is based upon your site decisions and the Exit Referral buttons on the website.

For more information on Safeguard, contact your account representative.

"Safeguard is designed to save management companies time and money."

Legislative Alert (cont.)

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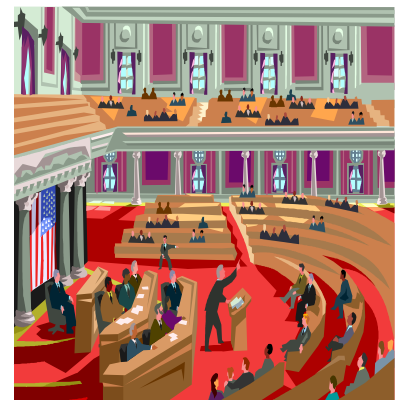
cant in writing of the reasons for rejection, including any criteria that the applicant failed to meet, and the name, address and phone number of any tenant screening agency or other credit reporting agency used in considering the

application. Also, the landlord must refund the application fee if a tenant is rejected for any reason not listed in the written criteria.

The ordinance took effect on November 26, 2005. To view the entire ordinance, log onto

www.rhris.com and click on the Forms/Library button.

If you have any questions, feel free to contact your account representative.



Service Expectations

As an RHR Information Services, SelectRent customer you deserve the very best screening report available. In this last newsletter of 2005 we want to make you aware of some of the procedures that we follow to put out a top quality product as quickly and efficiently as possible. On your reports you can expect:

- A turn time that averages 48 to 72 hours on a full report, less time if we are not doing employment/rental verifications. If you enter your report online that will further decrease your turn time
- A status call on any file that has reached the 72 hour mark
- A minimum of two calls per day made to obtain references
- If you order confirmed Court Evictions, you can

expect 2 calls per day made to both plaintiff and defendant to trying to obtain confirmation (by SSN or DOB match or applicant admission)

- Criminal records for the Twin Cities Metro area will be returned the afternoon of the following day or same day if ordered before 7 am.
- Optional nightly fax status reports displaying all preliminary information
- Stop Signs and Scoring Models to help you make your decision quicker

These procedures have already been implemented; if you feel that the quality of service you received in 2005 was to your satisfaction, these measures and our great staff are the reason. Please review the list and if there is somewhere that you fell we

need to take an additional step, or an area where we are falling short, call your RHR Information Services Representative.

Here at RHR Information Services we take your satisfaction and our service seriously. We want to continue to innovate and improve service and products. Always feel free to contact any staff members with ways to make that happen.



Commercial Screening - Business Fraud on the rise

Identity theft is all over the news these days but there's another target that's not getting nearly as much media attention: businesses that have been victimized.

Many companies rely on business-to-business transactions. To do this, those companies must make daily judgments

on the credit worthiness of other businesses. Nationwide, business fraud losses are mounting. Typical business fraud is 3 to 10 times larger than consumer fraud.

It's often difficult to tell good credit risks from bad, much less real businesses from

fraudulent ones. Let RHR help, with our commercial screening products you can get a complete credit history and verification on the business that you are working with at an affordable rate.

Contact your representative for product details and pricing.



10505 Wayzata Boulevard
Suite 200
Minnetonka, MN
55305

Phone: 888-389-4023 / 952-545-3953
Fax: 888-389-4024 / 952-545-3973
E-mail: tonyk@rhris.com



The Right Path to the Right People

Disclaimer: This newsletter has been developed for informational purposes only for use by the customers of RHR Information Services, Inc., and should not be relied upon as definitively accurate. Due to the complex nature of your business, we strongly suggest that you work closely with legal council when making business related decisions.

ITIN's vs. SSN's (cont.)

(Continued from page 2)

ing only, and are not intended to serve any other purpose. An ITIN does not authorize work in the U.S. or provide eligibility for Social Security benefits or the Earned Income Tax Credit. ITIN's are not valid identification outside the tax system. The IRS issues ITIN's to help individuals comply with the U.S. tax laws, and to provide a means to efficiently process and account for tax returns and payments for those not eligible for Social Security Numbers.

Who needs an ITIN?

The IRS issues ITIN's to foreign nationals and others who have federal tax reporting or filing requirements and do not qualify for SSN's. A non-resident alien individual not eligible for

an SSN, who is required to file a U.S. tax return only to claim a refund of tax under the provisions of a U.S. tax treaty, needs an ITIN. Other examples of persons needing an ITIN include but are not limited to:

- Dependant or spouse of a U.S. resident/resident alien
- Dependant or spouse of a Non-resident alien visa holder

How do I know if I need an ITIN?

If you do not have an SSN and are not eligible to obtain one, but have a requirement to furnish a federal tax id number or file a federal tax return, you must apply for an ITIN. By law, an alien individual cannot have both an ITIN and an SSN.

Are ITIN's valid for identification?

No, ITIN's are not valid identification outside the tax system. Since ITIN's are strictly for tax processing, the IRS does not apply the same standards as agencies that provide genuine identity certification. ITIN applicants are not required to apply in person, and the IRS does not further validate the authenticity of identity documents. ITIN's should not be offered or accepted as identification for non-tax purposes.

For more information visit: www.irs.gov/individuals/article/0,,id=96287,00.html#what