
RHR Information Services, Inc.

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Happy New Year! From everyone at RHR we sincerely wish you a safe, healthy, and prosperous 2005! If you haven't made your New Year's resolutions yet, it's time to get started! At RHR, we resolve to get even more involved in the industries that we provide services to.

As you may know, RHR is already an active member of our local trade specific associations including the Minnesota Multi-Housing Association (MHA) and Minnesota Manufacturing Housing Association (MMHA). This year we have decided to become highly involved in 3 more local and national organizations:

1. National Association of Professional Background Screeners

(NAPBS). The organization exists to promote ethical business practices, promote compliance with the Fair Credit Reporting Act and foster awareness of issues related to consumer protection and privacy rights within the background screening industry.

The Association provides relevant programs and training aimed at **empowering members** to better serve clients and to maintain standards of excellence in the background screening industry.

The Association is active in public affairs and provides a **unified voice** on behalf of members to local, state and national lawmakers about issues impacting the background screening industry.

2. TwinWest Chamber of Commerce

TwinWest is an advocate for business to promote the free enterprise system, improve the business environment and build a better community.

3. National Apartment Association

(NAA). The NAA is America's leading advocate for quality rental housing. Its mission is to serve the interests of multifamily owners, managers, developers and suppliers and maintain a high level of professionalism in the

multifamily industry to better serve the rental housing needs of the public.

NAA is a federation of 164 state and local affiliates, comprised of more than 30,000 multifamily housing companies representing more than 5 million apartment homes throughout the United States and Canada.

What's New?

RHR is pleased to announce that we now offer International Criminal Searches in addition to our local and nationwide criminal product offerings.

In the past RHR has not pursued this product line due to significant time and cost factors. However, with the ever increasing number of newly immigrating applicants, an international criminal search may be a product that you should consider. While the costs vary widely (\$25 - \$295) and the turnaround time is slower (usually between 5-10 business days), we can now obtain Felony equivalent conviction records from nearly any part of the world.

For a complete fee and coverage area schedule, please contact your RHR/SelectRent account rep.

Enhancements

On December 20th we made an enhancement to the Reports that are available on the website. In addition to the Site Demographics and City Profile reports that have always been available, we have added a Management Report utility that analyses items such as avg. cost per report, % of stopped and restarted reports, and other data not covered by our other reports.

Corporate offices will derive the greatest benefit from this

enhancement, as it allows you to review information comparatively across your entire portfolio to quickly identify abnormalities in specific demographics.

Legislative News

Questions Remain About FACT Act Requirements. The Fair and Accurate Credit Transactions Act of 2003 (FACTA) includes a requirement that all "nationwide consumer reporting agencies" (NCRA's) and "nationwide specialty consumer reporting agencies" (NSCRA's) provide, upon request from the consumer, one free file disclosure to that consumer every 12 months. The Act also includes language requiring the reporting agency to directly handle disputes about credit information rather than forwarding the consumer to the National Credit Bureau that provided the information. On June 24, 2004 the Federal Trade Commission issued final regulations implementing this requirement.

One important issue that neither the law nor the corresponding regulations address is how companies determine if they are large enough to be classified as a "nationwide" reporting agency.

Although RHR would most likely be considered a "regional" reporting agency, and subsequently not required to comply with these requirements, we are gearing up for it anyway.

This new legislation will have no direct bearing on our clients, but may allow any applicant that you were forced to deny or take adverse action upon to receive faster service in reviewing, possibly disputing, and finally resolving the entire contents of the background report that you were provided.

If you have any questions about the FACT Act or FACTA, please don't hesitate to contact your RHR/SelectRent account representative.