

Procedures to Request Information from the REDX Service

You may have been contacted by an entity in the mortgage industry that indicated you should contact us to request information that the REDX Service have about you and/or your company. The following procedures outline how you can obtain such information.

Background

The REDX Service is a commercial database service operated and maintained by Teranet Services Inc. (TSI) for the real estate and mortgage industries in Canada. REDX subscribers include mortgage lenders, title insurers and mortgage insurers who use REDX Reports to compliment their due diligence processes by performing checks on the companies and professionals with whom they do business. This service includes the following types of information on professionals and companies in the real estate, mortgage and financial services industries:

1. Public information referenced from government regulatory agencies and other public sources in the real estate, mortgage and financial services industries. This index of public information references, for the most part, disciplinary, enforcement and legal actions taken by regulators and other public oversight entities.
2. Non-public information regarding alleged fraud and material misrepresentation submitted by REDX subscribers. The outcome of subscribers' internal compliance reviews of pending or completed transactions determines if information is submitted by subscribers to the Non-Public Service. Each report identifies the Originator of Record (the individual professional and company that took the application from the consumer), and other professional parties, as appropriate, who were involved with the transaction.

How to Obtain REDX Database Reports

TSI will provide REDX Reports to professionals and/or firms listed in such reports using the following policies and procedures for requests made through our website:

1. Download the [Confidentiality Agreement](#) (this requires Adobe Acrobat Reader)
2. Complete the [Online Request Form](#)
3. Next, send by fax or mail the following (see fax number and address below):
 - A copy of current professional license;
 - A signed [Confidentiality Agreement](#); and
 - A copy of a photo ID, such as a driver's license, or send a notarized copy of the Confidentiality Agreement.

Note: A corporate officer must sign documents for a company.

Upon receipt of all required items, TSI will provide you with any appropriate REDX Reports. Please note that an administrative processing fee will be assessed if you request additional copies of the same report(s) within one year of your original request.

Mailing Address: **Information Services
Real Estate Data Exchange
123 Front Street West, Suite 700
Toronto, ON M5J 2M2**

Facsimile: **(416) 360-7473**