

## FREQUENTLY ASKED QUESTIONS

The following questions and answers apply to residents of British Columbia, Alberta, Manitoba, and Ontario.

### **MUST I AGREE TO HAVE MY CREDIT SCORE COLLECTED?**

No. It is entirely your choice to allow us to access your credit score. If you do not wish us to access it, please contact your broker. We will still offer you insurance, but we may not be able to provide you with the best premium.

### **WHAT INFORMATION IS COLLECTED TO REQUEST MY CREDIT SCORE?**

We use each individual's legal name, full date of birth, and may collect your address.

### **CAN I WITHDRAW MY CONSENT TO CONTINUE USING MY PERSONAL CREDIT INFORMATION?**

Yes. Consent can be withdrawn at any time either verbally or in writing by contacting your insurance broker or forwarding your broker a required Credit Score Withdrawal of Consent form. The written withdrawal notice must include the policy number, name, signature, and birth date of everyone withdrawing their consent. This form is available on our website at [mutualfirebc.com/credit-score](http://mutualfirebc.com/credit-score). Withdrawing your consent will not affect your insurance coverage, but we may not be able to provide you with the best premium.

### **CAN A LOW CREDIT SCORE NEGATIVELY IMPACT MY INSURANCE PREMIUM NOW OR IN THE FUTURE?**

Your credit score is used to determine discounts only and you will not be surcharged for an unfavourable credit score. We will continue to insure you and you may still be eligible for other discounts unrelated to your credit score.

### **WILL MY CREDIT SCORE BE AFFECTED BY MUTUAL FIRE INSURANCE CHECKING MY PERSONAL CREDIT INFORMATION?**

No. Requesting your credit score is considered a non-credit inquiry or "soft hit" and will not affect your credit score.

### **WHO DO I CONTACT IF I HAVE QUESTIONS REGARDING MY CREDIT SCORE OR CREDIT INFORMATION?**

You may contact TransUnion at Suite 201, 3115 Harvester Road, Burlington, Ontario L7N 3N8. For information about TransUnion please visit their website at [transunion.ca](http://transunion.ca)

### **HOW DO I KNOW MY PERSONAL CREDIT INFORMATION IS SAFE?**

Your credit score is sent from TransUnion to us by a secure encrypted data transmission channel and is stored in encrypted form in our secure database. It is not shared with your broker or any other third parties. Access to this information is restricted to a limited number of Mutual Fire Insurance employees.