

# Veda Advantage Information Services and Solutions Ltd

## FAQs – New Terms of Supply

### SUMMARY

From **1 March 2009** the new Veda Advantage Information Services and Solutions Limited [ABN 26 000 602 862] Terms of Supply will apply and form the agreement for all Veda and ABR customers in relation to your use of our standard information services and solutions. This includes our Veda Advantage Information Services & Solutions (VISS) consumer and commercial credit reporting services, our verification, scoring and consulting services, and our ABR services.

#### **1. Why have you introduced new Terms of Supply?**

As custodians of sensitive, relevant and valuable data we need to respect the fast-paced nature of the new information economy. As such we have reviewed our subscription terms to ensure that they are up-to-date with our current operations and practice.

Furthermore, in order to continue the phased integration of the ABR business into Veda, the supply of only one set of standard terms across all business units will simplify and streamline the customer engagement process.

#### **2. How are the new Terms different?**

The Terms of Supply contain more detailed information to help you understand our operational requirements, i.e. default reporting, data reciprocity, security of access, proper use of our services, investigations, and other operational requirements.

#### **3. What are the key features of the new Terms?**

The new Terms of Supply contain detailed information to help you as a customer understand legislative requirements. The key features of the new Terms include:

- > an increased focus on data quality, particularly in loading and updating defaults, including an extended 30 day timeframe to update defaults;
- > recognition that services may be delivered according to a timetable (e.g. Investigative Reporting) or may not be delivered instantly (e.g. due to internet outage);
- > tighter security controls on the use of login details and passwords;
- > stronger links with our operational requirements; and,
- > there will also be a late payment fee applied for amounts outstanding after the due date

#### **4. Do I need to sign the new Terms?**

As an existing customer, you will not need to sign the Terms of Supply, as they will apply automatically from 1 March 2009 as you continue to use our services.

#### **5. What happens to my current Terms?**

Your current terms in relation to our standard information services and solutions will expire from 1 March 2009 when the new Terms of Supply come into operation.

#### **6. Do the new Terms apply to all Veda Advantage subsidiaries and affiliates?**

Yes. The Terms of Supply will also apply automatically to any of your related companies that may access our standard information services and solutions from 1 March 2009.



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### 7. What services to the Terms cover?

The Terms of Supply cover our standard information services and solutions, including our VISS consumer and commercial credit reporting services, our verification, scoring and consulting services, and our ABR services. Additional terms may apply to some of the services we supply – we will tell you if additional terms apply to any services you use.

### 8. What services don't the Terms cover?

The Terms of Supply don't cover any services where we have additional terms that apply. These are usually services that are sufficiently unique to justify their own customised terms. Examples are our VISS Verification, Scoring and Consulting services. Any existing contracts for these specific services will remain current, except that any reference or inclusion of our standard subscription terms will now be a reference or inclusion of our new Terms of Supply.

### 9. What if I only use ABR services and not Veda's credit reporting services?

If you only use **ABR services**, Sections 4 and 5 of the new Terms of Supply do not apply. These sections relate only to customers who use Veda consumer and commercial reporting services and will only come into effect if you begin to use these services.

### 10. What happens to my existing price agreement?

Any existing price agreement or price list will remain current and continue to apply for your use of our services unless advised otherwise. All price agreements must also be kept confidential.

### For further information

If you would like further information relating to the implementation of the new Terms of Supply, please contact our Customer Service Centres on 1300 921 621 (Veda Advantage) or 1300 366 402 (ABR).

