

Important communication for Australian Customers



Dear Customer,

As the COVID-19 (coronavirus) situation evolves each day we are taking steps to protect the health of our employees and customers, while ensuring we continue to deliver on our commitments to you.

Equifax has established a **global task force** with leaders across the business to monitor developments daily and to ensure our Business Continuity Plans (BCP) are activated. We are following all government, Department of Health and World Health Organisation (WHO) guidelines.

[This message](#) from our CEO Mark Begor provides detail on our global response.

Locally, we have BCP plans that provide for the continuance of normal operations, covering critical functions, information assets and processing capabilities. These plans include strategies for the management of pandemic risk.

Health and safety as a priority

We have made immediate adjustments to our employee travel and Equifax office visitor policy. We are continuously monitoring the situation, but we do not foresee any disruption to our ability to continue to serve our customers.

- Internal **employee travel has been restricted** and we are evaluating customer meetings on a case-by case basis. All non-essential face to face client meetings will take place over video conference or phone. We are committed to maintaining normal levels of engagement and to continue to work with you without disruption.
- All employees with remote capabilities have been asked to **work from home** until at least 27 March. Employees whose work requires them to be in an Equifax facility will continue to come to the office. These roles are primarily servicing customer needs, working with secured personal information, our call centres or performing physical work in our data centres.
- **No visitors** are permitted at Equifax offices.
- We are educating employees on, and exercising, **best practises in hygiene** to help minimise risks.

Maintaining our service to you

We expect technology services to operate as usual. The technology and security teams are ensuring that applicable facilities are enabled for continued operations. We've **strengthened our technology and operational systems** for data centres and call centres to ensure network stability and always-on customer support.

- We do not foresee any impact to our Equifax Australia core bureau services and have monitoring in place.
- We are working to ensure we support customer calls, however there may be a delay if we experience higher than usual demand.
- We expect some delays in our background checks for fit2work customers.

Further support

We've collated common customer concerns into a [Frequently Asked Questions](#) to help you better understand our preparedness. As the situation evolves, we will continue to update this document.

If you have questions, please contact your Account Manager or submit your question [here](#). We hope you and your teams stay safe and healthy.

Kind regards,
Lisa Nelson