

FAQ

I am a landlord

1. Why is it important to screen a prospective tenant?

Malaysia is a pro-tenant market. With no Tenancy Act to protect landlords, screening prospective tenants for red flags becomes crucial to save you from unnecessary nightmares.

2. What is CTOS Tenant Screening Report?

Our tenant screening report provides identity verification, financial checks, litigation and bankruptcy checks and KYC screening. We want to help you weed out potentially problematic applicants, and give you the confidence in choosing the right tenant.

3. How much is a tenant screening report?

We offer 2 options: Single report purchase and Credit pack 10

	Single purchase	Credit pack 10
Price per report before 31 March 2021 (RM) – Introductory Offer	RM14.90	RM125
Price per report after 31 March 2021 (RM) – Regular Price	RM29.90	RM249

For single purchase, payment is made after consent has been granted by your prospect. For the credit pack, payment is made upfront in exchange for credits. Your credit balance will be deducted for every subsequent purchase (i.e. when you click on “View report” after consent has been granted by your prospect).

4. How do I purchase a tenant screening report?

Step 1: Enter the prospective tenant’s full name and NRIC/ID.

Step 2: Send a consent request to the prospect via email and SMS. You will be notified by email once consent is granted.

Step 3: Make payments (for single report purchase) and view your tenant screening report. If you are on the credit pack, your credit will be deducted accordingly.

At any stage, you can check your dashboard for the report order status.

5. What types of payments do you accept?

We accept MasterCard, Visa, and online banking (FPX).

6. Will the credit on my prepaid packages expire?

Yes. Your credit lasts for 12 months from the date of purchase. After which, it is zeroed.

7. Can I top up / add on a new credit pack if I still have credit balance on my existing prepaid plan?

No. You can only purchase a new package once your existing credit balance is used up.

8. How long does it take to receive my tenant screening report?

Your report is ready to view immediately after consent is granted by the prospective tenant, and payment made. You may check the status of your order on your dashboard.

Status	What it means
Verified	Your tenant's granted consent is successfully verified by CTOS.
Pending	We are still waiting for your prospect's consent. Please check if your prospect has received your consent request. You may re-send up to 2 additional requests within 7 days after report order is placed.
Rejected	Your prospect has rejected your consent request.
Expired	Your report order has expired. Your prospect failed to grant consent within the 7-day validity period. Please place a new order if you would still like to purchase a report on the prospect.

9. How long does my prospective tenant have to respond to my consent request?

Your report order has a validity of 7 days. Within the 7 days after your order is placed, you may send up to 3 consent requests to the prospect. After 7 days, your order expires – you will have to place a new order if consent is not granted within the 7-day window.

10. My prospective tenant has granted me consent. How do I view my tenant screening report?

You would have received an email notification as soon as your prospect has granted you consent. Log in to your portal and complete the following actions:

Single purchase: Please proceed to make payments for the order. Your report will be ready for viewing once payment is made.

Credit pack: Click on “View report” to retrieve your report. Only then will your credit be deducted.

Request Date & Time	Order ID	Name	IC Number	Email Address	Mobile No.	Consent	Action
01-09-2019	CPER-018282	Ali Muthu	910000-12-1234	alimuthu@gmail.com	0121234567	Verified	Get Report
25-08-2019	CPER-018281	Jane Doe	XXXXXX	XXXXXX	XXXXXX	Pending	Resend eConsent Cancel Request
23-08-2019	CPER-018280	Aminah	XXXXXX	XXXXXX	XXXXXX	Verified	Get Report
22-08-2019	CPER-018279	Garrett Winters	XXXXXX	XXXXXX	XXXXXX	Verified	View Report Invoice
19-08-2019	CPER-018278	Gloria Little	XXXXXX	XXXXXX	XXXXXX	Verified	View Report Invoice
19-08-2019	CPER-018277	Haley Kennedy	XXXXXX	XXXXXX	XXXXXX	Rejected	Resend eConsent
19-08-2019	CPER-018276	Jenette Caldwell	XXXXXX	XXXXXX	XXXXXX	Failed	Resend eConsent

11. What if my prospective tenant refuses to grant consent?

Without consent, we are not able to provide a report due to personal data protection concerns. If your prospect refuses to grant consent, (s)he may have something to hide ...

12. Will I be charged if my prospective tenant refuses to grant consent?

Since a report cannot be released without consent, we will not charge you for the unreceived report. For single report purchases, payment is only made once consent is granted. For prepaid packages, credit will be deducted only after you click on “View report” (refer to Question 10).

13. Can I still cancel the report order after consent has been granted by my prospect?

Yes. For single purchases, you can forego the order since payment has not been made. For prepaid packages, credit is drawn down only when you click on “Get Report” (refer to Question 10).

14. Will I get an invoice after purchasing a tenant screening report?

Yes, we will issue an invoice after payment is made. You can download the invoice from your dashboard. We will also send a copy to your registered email address.

15. My prospective tenant is a foreigner, can I still use this service?

As long as your prospect has any form of credit facilities from local Banks or Non-Bank institutions, this service will be relevant.

16. I still have queries regarding my order. What should I do?

Please reach out to us at 03-2722 8833 or contactus@ctos.com.my for further enquiries.

I am a prospective tenant

- 1. My prospective landlord is requesting access to pull a tenant screening report on me. What kind of information am I granting access to?**

You are granting your prospective landlord access to your CCRIS payment history summary, litigation and trade references records raised on you.

- 2. Will my credit score be affected if my prospective landlord pulls a tenant screening report on me?**

No, this will not impact your credit score.

- 3. How do I grant consent to my prospective landlord?**

You would have received a consent request via email and SMS from the landlord. Simply click on the link received to begin your consent journey.

If you are an existing CTOS subscriber, you may seamlessly log on to your CTOS account to grant consent.

If you are not a CTOS subscriber, you will be required to upload your NRIC/ID for identity verification before you can grant consent.

- 4. What if I refuse to grant consent to the landlord?**

You can reject the consent request sent to you. However, doing so might impact your rental application if this is the landlord's requirement.

- 5. My landlord informed me that a consent request has been sent to me, but I did not receive anything. What should I do?**

Check with your prospective landlord to reconfirm the consent request was sent to the correct email address and mobile number. Your landlord will be able to resend the request for 2 more times.