



# Security & Screening

Sure Home Stays employs a four-step verification process and fraud prevention system to ensure all guests are vetted each time. Our dedicated Trust & Safety team utilizes machine learning and cross-references guests against a blacklist. Sure Home Stays will be partnering with security technology firms to further enhance our background checks.

Social media is cross referenced utilizing Artificial intelligence, credit cards are pre-checked for fraud, deposits are held at confirmation, and processed one-day prior to check-in. Guests are not granted access until all the pre-screening verification is completed.

**DEDICATED INSURANCE**  
Exclusively through Co-operations, all Sure Home Stays leased units have commercial-grade \$1 million premises liability and \$1 million excess liability coverage.



*More detail on the next page.*





## Security & Screening

### **RISK ASSESSMENT**

Our team is provided with a risk assessment for the guest, so we can remove the guesswork from screening through analytical driven artificial intelligence.

### **DIGITAL FINGERPRINT**

Every guest in our ecosystem is digitally identified to make sure they only have a single reservation at a time. We use artificial intelligence and machine learning for validation.

### **FLAG TOP RISKS**

We receive a detailed list of the top risks flagged for, even small details that on their own would not be relevant such as outstanding bylaw tickets or driving infractions.

### **GUEST INFORMATION VALIDATION**

Guests sometimes don't provide all of the information required. We make sure to ask them and validate the missing pieces prior to getting property access.

### **THIRD PARTY BOOKINGS**

We flag and protect against third party bookings by asking guests for additional information, notifying our team if anything stands out.

### **BUILDING & MANAGEMENT REGISTRATION**

We offer a dedicated view for property management companies and building owners where they can see who's inside their facility and how they've been verified.

### **CONTINUOUS MONITORING**

We scan every reservation across all platforms from enquiry to confirmed booking. We conduct a new assessment if the guest's reservation details change, notifying your team.

### **PHONE & EMAIL VERIFICATIONS**

We verify the phone number and its carrier to ensure it's a real cell phone number, flagging it if it's not. Our system also checks the guest's email to see if it's been associated with a different user, a business or even if it was created recently.

### **PAYMENT & SECURITY DEPOSIT**

We verify the guest's credit card against a global database of chargebacks and reports. You'll also have the ability to charge a dynamic security deposit based on the guest's risk level and make sure they actually have the funds on their card.

### **SOCIAL MEDIA VALIDATION**

We check the guest against all social media platforms to make sure they're real and have a presence, letting your team know if we flag anything abnormal.

### **DIGITAL CONTRACT**

The guest will sign a digital contract that is legally binding and was crafted by top lawyers with expertise in real estate and privacy laws.

### **ID VERIFICATION**

We use an ID scanning system used by banks and insurance companies to verify that the ID is legitimate and hasn't been altered in any way.

### **PRIVACY COMPLIANCE**

Our entire platform is PII and PCI compliant. We don't store any personal information about your guests, abiding by international privacy laws.

### **ONLINE FRAUD**

We flag risky desktop, mobile and tablet IPs, proxy servers and even high risk countries that are known to be associated with online fraud.

### **LOCAL GUESTS**

We automatically check if the guest is a local. We never rely on user input alone and run multiple checks throughout their booking journey to identify if the guest is physically located near the listing.

### **BREACHED CREDENTIALS**

Our system checks if the guest's email address was recently exposed to a security breach, flagging them for additional verification.

### **BACKGROUND CHECKS**

We check if the guest is on any criminal databases or if they've been previously convicted for rental fraud. We use 160k databases to flag for any anomalies. We check against Interpol's most wanted and terrorist no fly lists.



Security & Access



**Sure Home Stays team provides seamless guest access with robust security:**

Upon a guests booking confirmation, a digital access code is generated, which will provide them access to everything they need during their stay.

Codes are unique to each guest and only work during their stay. Sure Home Stays staff and vendors have their own unique codes as well.

This system allows Sure Home Stays to fully monitor who has accessed all areas of the building at all times. The custom codes also allow for seamless guest experience and increased security. Sure Home Stasy will always retain a master key.

In future upgrades, keypads will be replaced with proximity readers and biometric scanners.





## Asset Protection

Each of our homes are equipped with a state-of-the-art home security system.  
Peace for your neighbours. Privacy for our guests. Security for you.

### Noise monitoring

Prevent noise issues by tracking not just how loud it is, but how long it is loud for, so you won't be alerted every time a door slams.

### Motion & temperature

Know when your guests arrive or check out, and if the A/C of heating has been left on.

### Camera-free

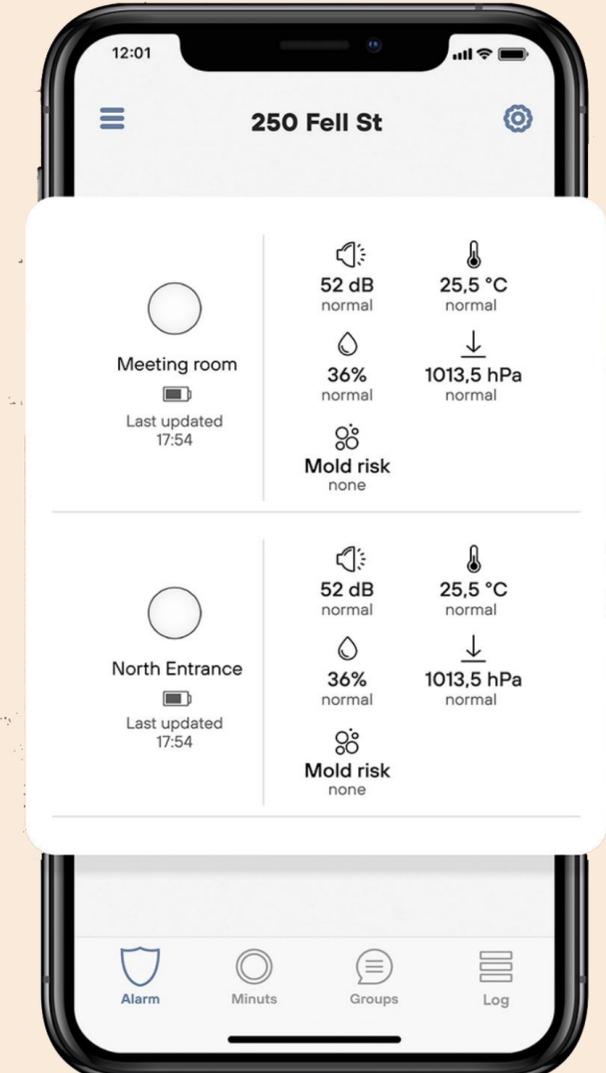
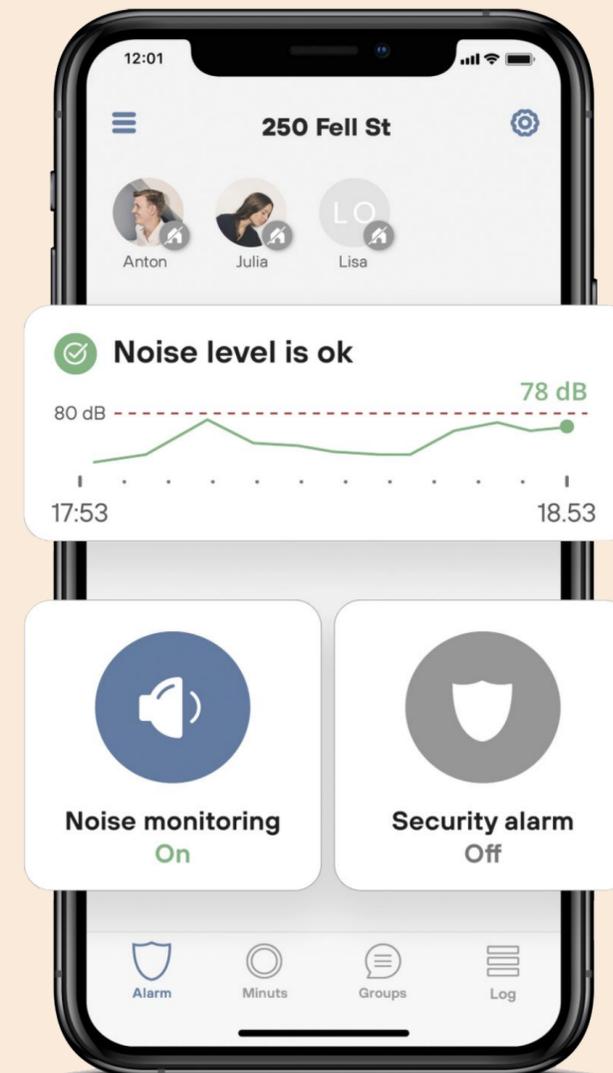
Peace of mind knowing your property is 100% privacy-safe.

### Smart home alarm

Get an instant notification if any unexpected motion is detected in your property.

### Recognize other alarms

Minut can recognise and alert you to other alarms going off, such as smoke and CO.





Significant Property Claims



*We have had over 400 million global guest arrivals on our platform, last year alone we had over 49 million trips, we call a significant property claim, anything over \$1,000. The occurrence of a damage claim reported was .004%. Which means you would need to host every single day for 63 years before you have a problem.*



*- Alexandra Dagg, Director of Public Policy (Airbnb),  
Calgary Counselors, Short-Term Hearing.*



Good Neighbor Policy

**Common Area Etiquette**

Three strike rule for all Sure Home Stays staff interacting with building residents; for example, no supplies in the lobby, elevator priority to residents, etc.

**Local Property Management**

Available 24/7 to all guests and building staff, but out of the way when not needed.

**House Rules**

Security deposit collected on all stays to ensure full compliance to building rules.

**Guest Screening**

Detailed list of historically fraudulent profiles (names, credit cards, phone numbers, IP addresses).

**No Party Policy**

Thorough screening, minimum stay requirements, premium pricing and constant monitoring.

**Smart Homes**

Smart connectivity improves nuisance and noise detection, triggering real-time alerts for immediate actions against potential disturbers.

**The SHS Promise & Service Recovery**

All Sure Home Stays staff are fully empowered to ensure 100% guest satisfaction and follow-up, reducing negative reviews across all platforms.



Calgary, AB