

Credit Inquiry Removal Process

Factual Data Consumer Assistance needs the following in order to dispute an inquiry:

- A phone call from the consumer disputing the inquiry (877-237-8317)

or

- A letter from the consumer and/or client requesting to dispute the inquiry that includes **all** the following:
 - Consumer's Full Name
 - Consumer's Mailing Address
 - Date of Inquiry
 - Name of Inquiring Company
 - The Computer ID/ or Report Number
 - A detailed explanation of why the inquiry needs converted to a soft inquiry (note the CRAs generally only delete inquiries in the case of ID Theft)
- The documentation can be sent to the Consumer Assistance team via email: cd@factualdata.com or by fax to 866-516-3502
- If the request includes a consumer letter, confirmation that the dispute has been submitted along with any result(s) received will be conveyed to the consumer.
- Please note CRAs do not generally respond to these requests and results received are generally not conveyed to the client.

Proprietary & Confidential



For more information, please contact us at **800.216.3463** or email TrainingRequests@factualdata.com.
For customer support, please email ClientSuccess@factualdata.com

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