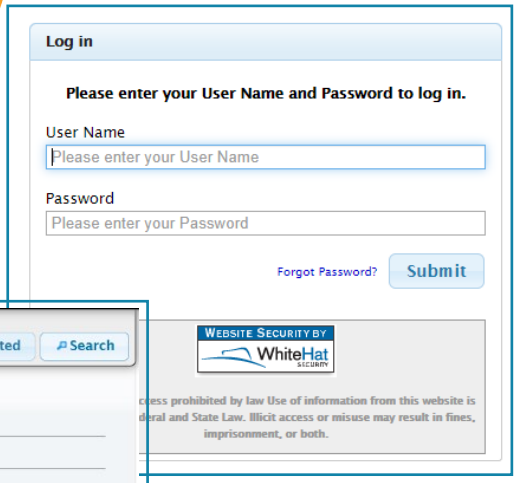
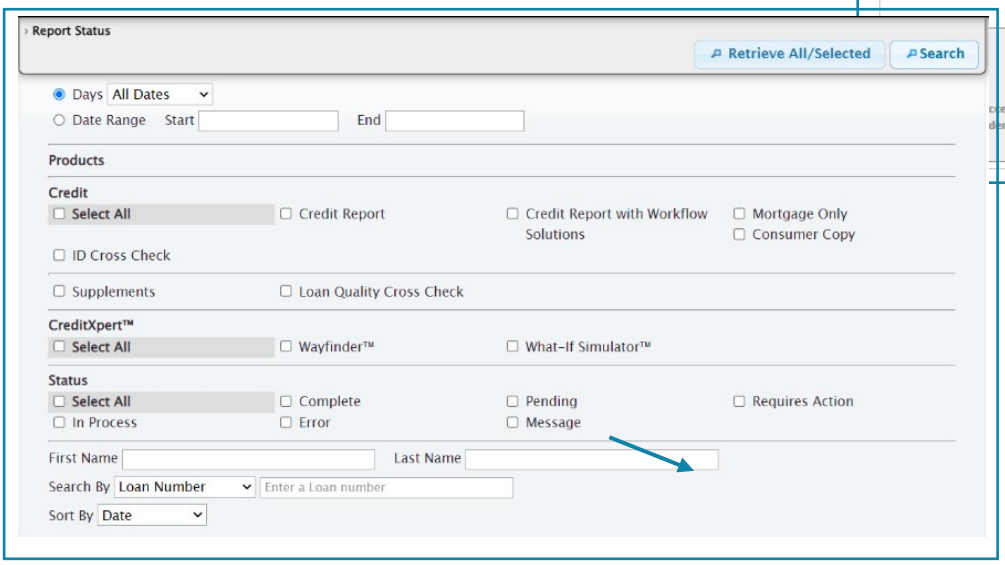
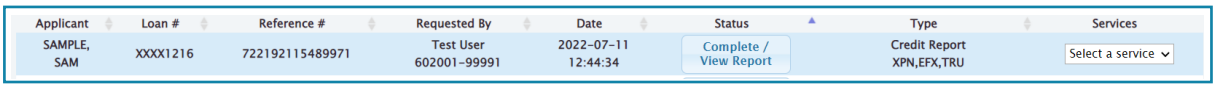
TRAINING

Ordering a Rescore

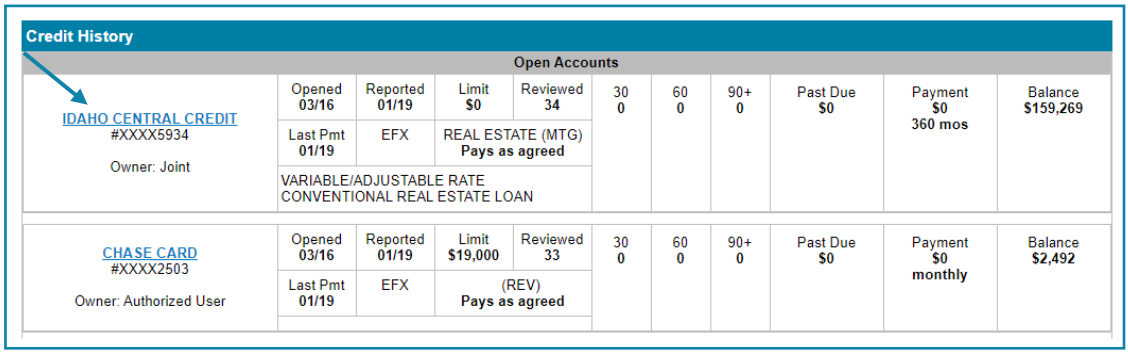
- **Log in** to the Factual Data Enterprise Platform
  - https://www.creditbureaureports.com/iconnect/
- Use the **Report Status** tab to search for the credit report
- From the results that appear, click on the **Complete/View Report** link to view the credit report







- Scroll down to the Credit History section of the credit report
- Select the link embedded within a creditor name to order a Rescore for this tradeline

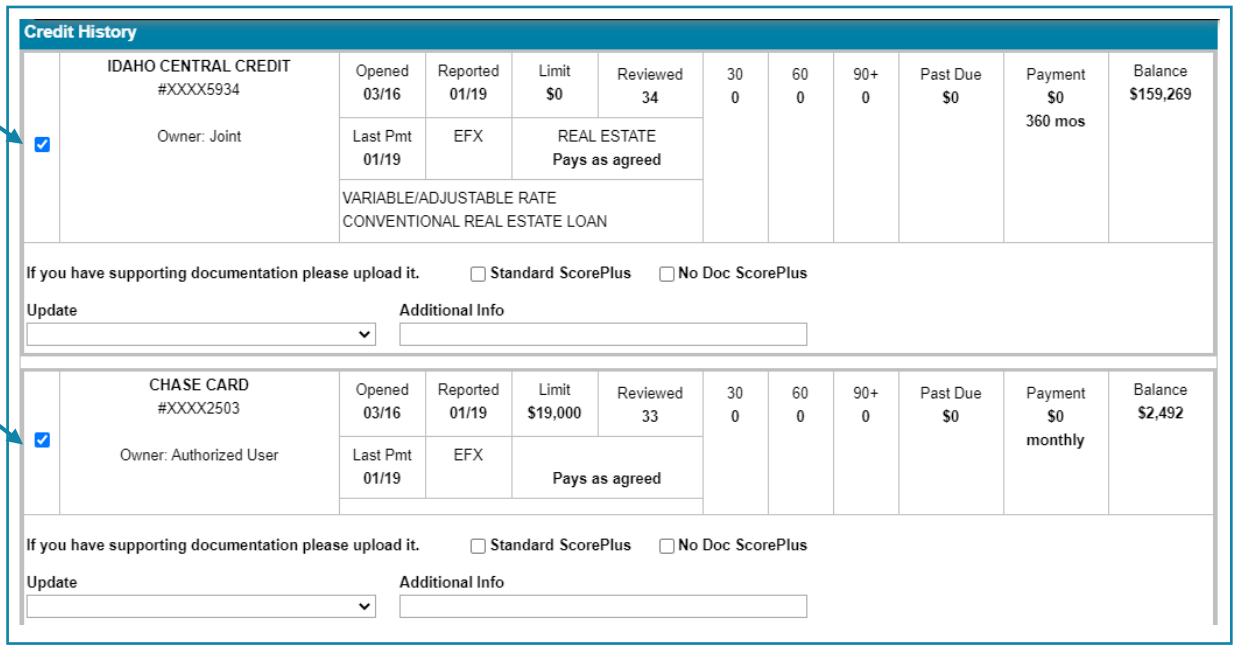


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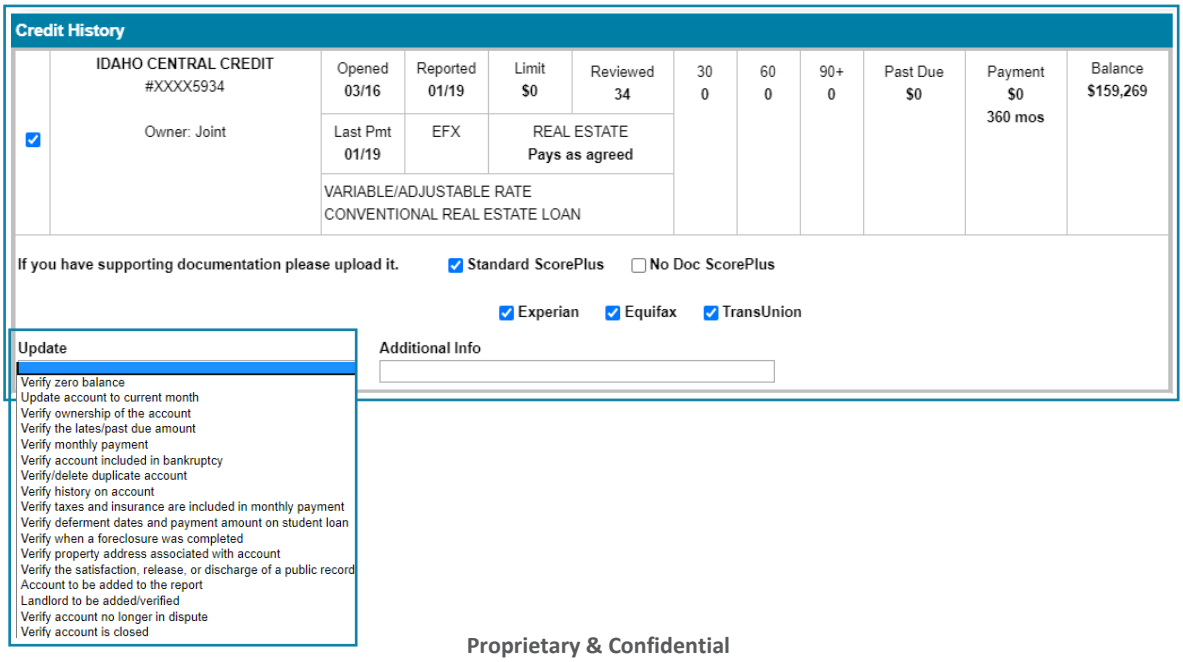
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Ordering a Rescore

- Check the box next to the creditor name to order a Rescore for this account
  - Note: you can order multiple Rescores at the same time via this method



- Select the type of Rescore to order:
  - **Standard** – you have supporting documentation
  - **No-Doc** – you do not have supporting documentation
- Next, select the appropriate box(s) to choose which **Credit Reporting Agencies (CRAs)** to include
- Use the **update dropdown menu** to select the request that meets your needs
- Include any specific information in the **additional information** section

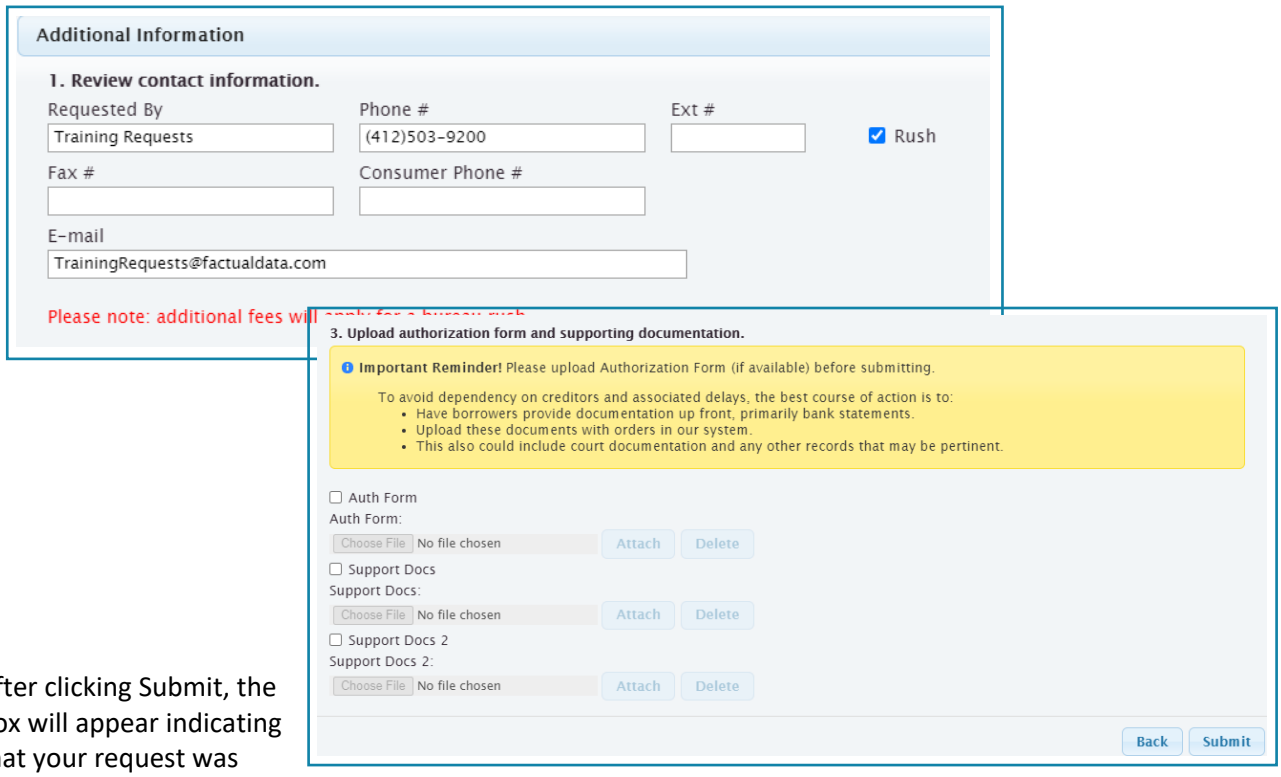


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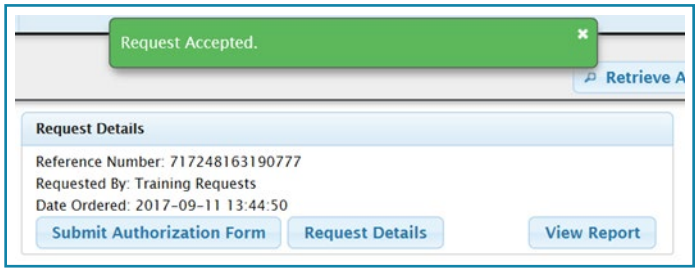
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Ordering a Rescore

- Click the 'Next' button to continue to the Requestor Details screen to enter Contact Information
  - Note: this can also be set as a default
- The Rush option can be checked if a quick turnaround time is needed (this will incur additional charges)
  - A Rush request can take up to 2 business days
- Attach the Borrower's signed authorization/Supporting Documents to help expedite your request



- After clicking Submit, the box will appear indicating that your request was successfully submitted and includes the following information:
  - Reference Number
  - Requestor
  - Date/Time ordered
  - Link to upload Auth/Docs
  - Link to see specific request details
  - Link to view Complete Report
- If there are any delays or further information needed, Factual Data Processors will contact you
- A member of the Factual Data Rescore team will contact you to let you know once the request has been completed



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