

Ordering Supplements Electronically

- 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

Log in

Please enter your User Name and Password to log in.

User Name
Please enter your User Name

Password
Please enter your Password

Forgot Password? **Submit**

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WhiteHat
SECURITY

prohibited by law Use of information from this website is and State Law. Illicit access or misuse may result in fines, imprisonment, or both.

Report Status

[Retrieve All/Selected](#) [Search](#)

☒ Days **All Dates**

☐ Date Range Start End

Products

Credit

☐ Select All ☐ Credit Report ☐ Credit Report with Workflow Solutions ☐ Mortgage Only ☐ Consumer Copy

☐ ID Cross Check

☐ Supplements ☐ Loan Quality Cross Check

CreditXpert™

☐ Select All ☐ Wayfinder™ ☐ What-If Simulator™

Status

☐ Select All ☐ Complete ☐ Pending ☐ Requires Action

☐ In Process ☐ Error ☐ Message

First Name Last Name

Search By **Loan Number** Enter a Loan number

Sort By **Date**

Applicant	Loan #	Reference #	Requested By	Date	Status	Type	Services
SAMPLE, SAM	XXXX1216	722192115489971	Test User 602001-99991	2022-07-11 12:44:34	Complete / View Report	Credit Report XPN, EFX, TRU	Select a service ▼

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

Credit History										
Open Accounts										
IDAHO CENTRAL CREDIT #XXXX5934 Owner: Joint	Opened 03/16	Reported 01/19	Limit \$0	Reviewed 34	30 0	60 0	90+ 0	Past Due \$0	Payment \$0 360 mos	Balance \$159,269
	Last Pmt 01/19	EFX	REAL ESTATE (MTG) Pays as agreed							
	VARIABLE/ADJUSTABLE RATE CONVENTIONAL REAL ESTATE LOAN									
CHASE CARD #XXXX2503 Owner: Authorized User	Opened 03/16	Reported 01/19	Limit \$19,000	Reviewed 33	30 0	60 0	90+ 0	Past Due \$0	Payment \$0 monthly	Balance \$2,492
	Last Pmt 01/19	EFX	(REV) Pays as agreed							

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

Credit History

☒	IDAHO CENTRAL CREDIT #XXXX5934 Owner: Joint	Opened 03/16	Reported 01/19	Limit \$0	Reviewed 34	30 0	60 0	90+ 0	Past Due \$0	Payment \$0 360 mos	Balance \$159,269
		Last Pmt 01/19	EFX	REAL ESTATE Pays as agreed							
	VARIABLE/ADJUSTABLE RATE CONVENTIONAL REAL ESTATE LOAN										

If you have supporting documentation please upload it.
 ☐ Standard ScorePlus
 ☐ No Doc ScorePlus

Update

Additional Info

Credit History

☒	CHASE CARD #XXXX2503 Owner: Authorized User	Opened 03/16	Reported 01/19	Limit \$19,000	Reviewed 33	30 0	60 0	90+ 0	Past Due \$0	Payment \$0 monthly	Balance \$2,492
		Last Pmt 01/19	EFX	Pays as agreed							

If you have supporting documentation please upload it.
 ☐ Standard ScorePlus
 ☐ No Doc ScorePlus

Update

Additional Info

- Use the **update dropdown menu** to select the request that meets your needs
- Include any specific information in the **additional information** section

Credit History

☒	IDAHO CENTRAL CREDIT #XXXX5934 Owner: Joint	Opened 03/16	Reported 01/19	Limit \$0	Reviewed 34	30 0	60 0	90+ 0	Past Due \$0	Payment \$0 360 mos	Balance \$159,269
		Last Pmt 01/19	EFX	REAL ESTATE Pays as agreed							
	VARIABLE/ADJUSTABLE RATE CONVENTIONAL REAL ESTATE LOAN										

If you have supporting documentation please upload it.
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Update

Verify zero balance
 Update account to current month
 Verify ownership of the account
 Verify the lates/past due amount
 Verify monthly payment
 Verify account included in bankruptcy
 Verify/delete duplicate account
 Verify history on account
 Verify taxes and insurance are included in monthly payment
 Verify deferment dates and payment amount on student loan
 Verify when a foreclosure was completed
 Verify property address associated with account
 Verify the satisfaction, release, or discharge of a public record
 Account to be added to the report
 Landlord to be added/verified
 Verify account no longer in dispute
 Verify account is closed

Additional Info

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

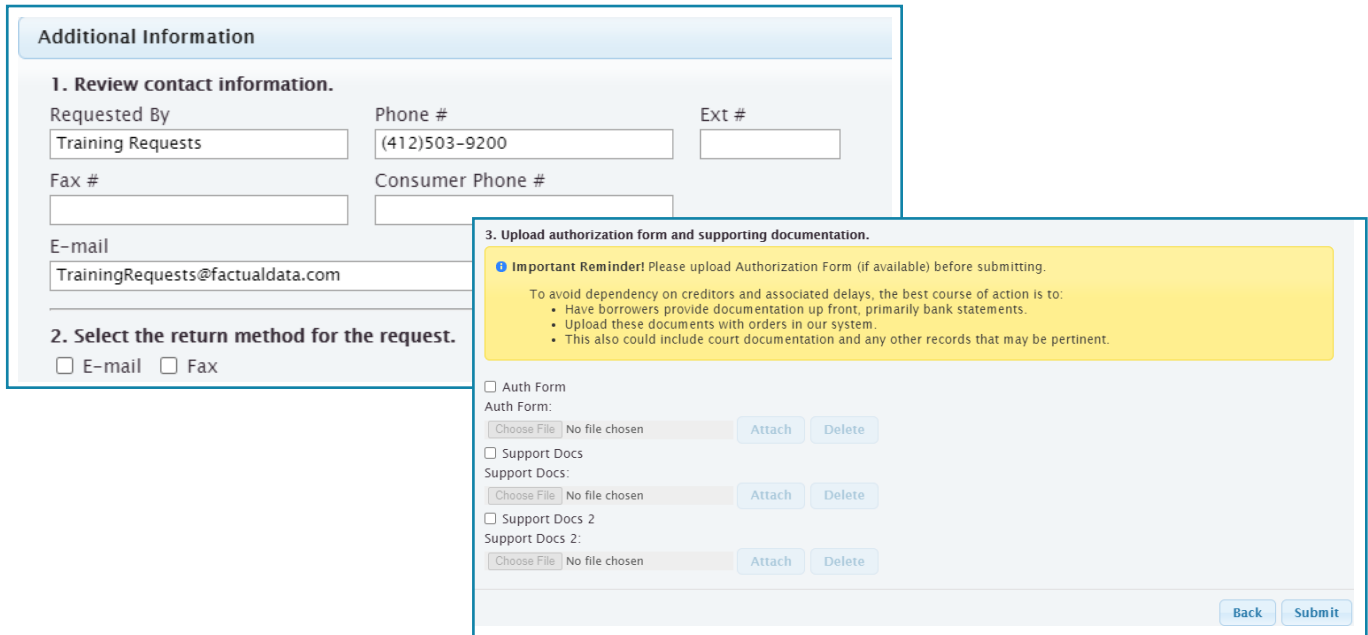
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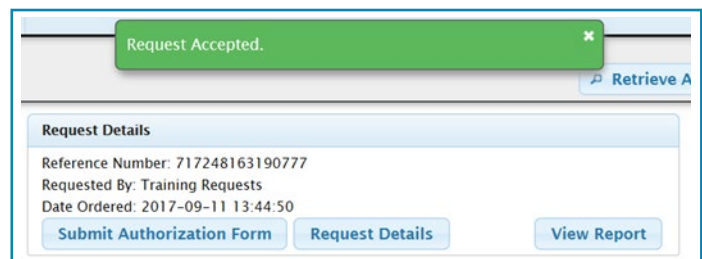
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- Click the 'Next' button to continue to the Requestor Details screen to enter Contact Information
 - Note: this can also be set as a default
- Attach the **Borrower's signed authorization/Supporting Documents** to help expedite your request
- There are two notification options to retrieve the supplement:
 - Email** – sends an email to the address provided that informs you the request is complete; it will include a link to the Factual Data web portal to login and view the completed request
 - Fax** – send the completed request back via the fax number provided



- 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
- The timeframe in which an update is completed can be affected when a written/verbal authorization is requested by the creditor



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