

Ordering Supplements Electronically via an LOS

- If viewing the credit report within an LOS, click the **Reference Number** at the top of the report
- You will be prompted to **log in** to the Factual Data Enterprise Platform
- Once logged in and on the Upgrade Services screen, click **View Report**



Factual Data

Factual Data | 5100 HAHNS PEAK DRIVE | LOVELAND, CO 80538 | Tel: 888-870-9620 | Fax: 800-879-7398

<p>TEST CLIENT 5100 HAHNS PEAK DRIVE LOVELAND, CO 80538</p>	<p>Requestor TRAINING REQUESTS</p> <p>Date Requested 07/15/2020</p>	<p>Loan Number XXXX8677</p> <p>Charges \$33.70</p>	<p>Reference Number 720197134318066</p>
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Log in

Please enter your User Name and Password to log in.

User Name

Password

[Forgot Password?](#)



Website Security by White-Hat

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

> **Upgrade Services**

☒ View Immediately

- 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	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
	Owner: Joint	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

☒

CHASE CARD #XXXX2503	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
Owner: Authorized User	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	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
	Owner: Joint	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

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

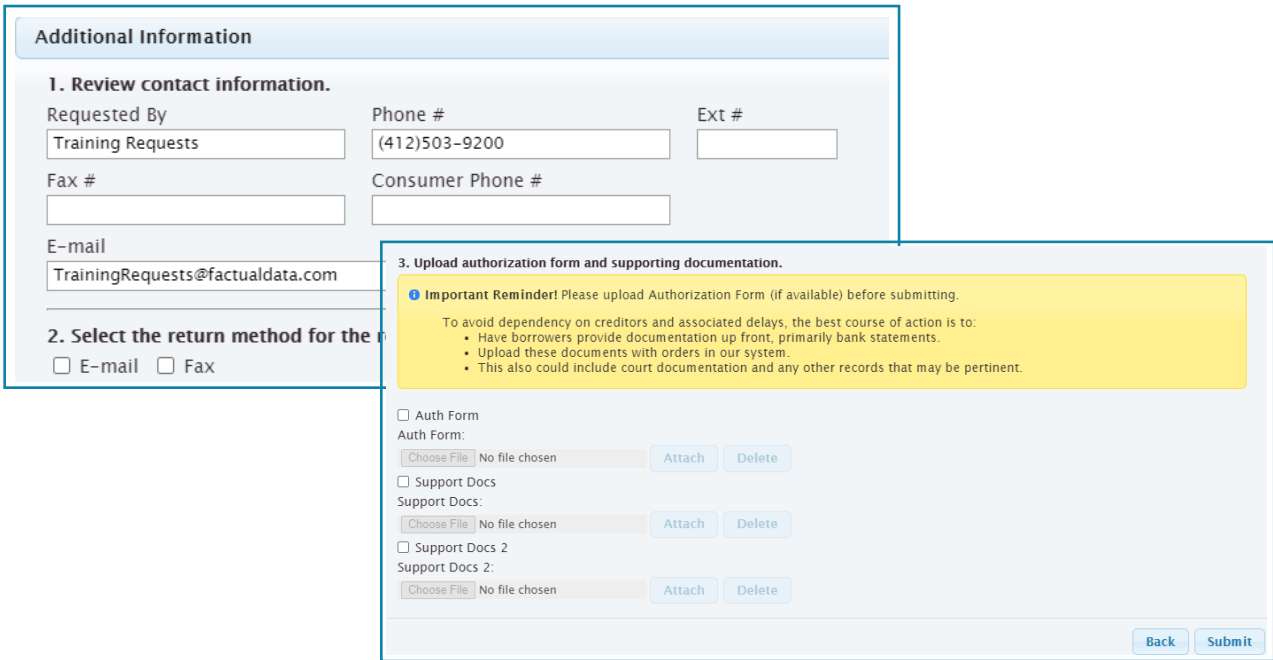
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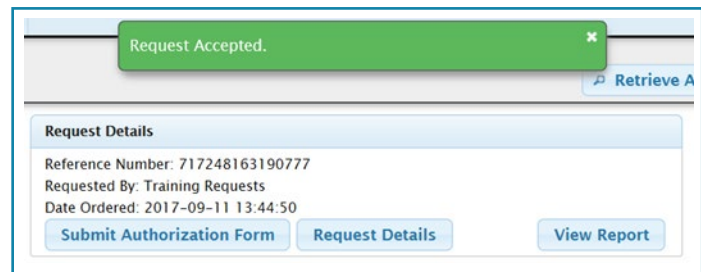
For more information, please contact us at **800.216.3463** or email TrainingRequests@factualdata.com.
For customer support, please email ClientSuccess@factualdata.com

Ordering Supplements Electronically via an LOS

- 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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