

The following recommendations are suggested best practices when utilizing documentation for Rescore purposes. Documentation can be uploaded directly to Enterprise (FDWeb) or via your LOS. Factual Data will supply the NCRA with the provided documentation for each requested tradeline to be Rescored. Then, the NCRA will determine the document's usability for the Rescore request and may also use the creditor's automated system, if available.

*Factual Data will ensure that the document is legible and matches the account on the requested tradeline to be Rescored. Factual Data is not responsible for confirming a document's usability when completing a Rescore.*

## Rescore Document Guidelines:

The NCRA's will accept *1 document per requested tradeline*. If you provide multiple documents for 1 tradeline, Factual Data will supply the NCRA(s) with the document **that most closely matches the requested tradeline and most closely matches the account information**.

|                                                                                                                                                                                                                                                                                                    |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Creditor Name</b> <ul style="list-style-type: none"> <li>The creditor name on the document matches the creditor reporting the tradeline</li> <li>Creditor letterhead, the creditor's logo, or the creditor's website URL is displayed</li> </ul>                                                |
| <b>At least four consecutive digits of the reported account number</b> <ul style="list-style-type: none"> <li>Creditors may use 'truncated' account numbers that are reported to the NCRA's. The account number needs to match the account number that is being reported to the NCRA's.</li> </ul> |
| The <b>borrower's name</b> , matching the credit report                                                                                                                                                                                                                                            |
| The <b>date</b> on the document is equal to or more recent than the date reported on the credit report                                                                                                                                                                                             |
| <b>Specific information requested to be updated</b> (See below for recommendations for each request type)                                                                                                                                                                                          |
| The document may be a printout or a screenshot containing the information requested to be updated. <ul style="list-style-type: none"> <li>Payment receipts are only accepted if they contain the current balance and account information</li> </ul>                                                |
| It is recommended to avoid documents with "null and void" clauses or future-tense language as these statements may trigger an investigation during the Rescore process. (e.g., "pending final payment" or "upon clearance of funds")                                                               |

## No DOC Rescores

No DOC Rescores are only recommended if the borrower is unable to obtain documentation from the creditor. The NCRA will need to manually attempt to contact the creditor to verify the information requested.

- There is an additional cost for a NO DOC request.

This is **only** recommended if:

- Creditor has a viable automated system where updated information can be obtained using a PIN or by confirming security information, without speaking to a representative.
- Borrower has called the creditor to give the NCRA(s) verbal authorization for up to 2 weeks to obtain any account information.

## *Recommendations for Documentation by Request Type*

### Update Balance

Document from creditor includes:

- The current or principal balance.
- Document is not a payment confirmation or pay-off balance.

*\*Request must include the amount of the balance\**

### Verify not in Dispute

Documentation is required for dispute removal. All NCRAs will accept a letter from the borrower that states:

“I (borrower name) do not dispute my account (creditor name and account #) with TransUnion, Experian, or Equifax. Please remove the dispute statement from my credit report.”

Additionally, the letter must contain:

- The borrower’s printed name & date
- The borrower’s signature (wet signature, docu-signed or e-signed (with time stamp box) – must look like a signature and not typed)

*Strongly recommended:*

- Have the borrower contact the creditor(s) directly stating that they no longer wish to dispute the account(s). If the borrower does not notify their creditor(s), there may be a higher risk of the creditor(s) re-reporting the dispute after the Rescore has been completed.

For Collection Accounts, the dispute letter must include the creditor name and last 4 of the account number for each bureau, if different.

### Removing Late Payments

Document from creditor includes:

- The date of the late payment or that there have not been any late payments
- History can be in the following format: “0X30, 0X60, 0X90”

### Discharge Date/Dismissal Date/File Date of Bankruptcy

Documentation includes one of the following:

- A court-stamped document
- Voluntary Petition
- Schedule of Creditors (D or E/F)
- Final orders

### Account Included in Bankruptcy

Document from creditor includes:

- Verbiage that the account was included in bankruptcy **OR**



- Schedule of Creditors (D or E/F)

## Authorized User Accounts

**Deletion** of account vs. **Termination** of account is based on the NCRAs policies and procedures with the usability of the documentation to the request. Specify in the rescore request whether you want the account to be deleted or terminated/removed and provide documentation.

Document from creditor includes:

- Borrower's name
- Verbiage that indicates that the account has been:
  - **Deleted:** creditor states that the account has been deleted from the consumer's credit profile
  - **Terminated/removed:** creditor states that the authorized user was removed or that no 'new' history will be reported

## Reaffirmation of Debt

Document from creditor includes:

- Verbiage that indicates that the account was Reaffirmed/Never included in the bankruptcy
- The balance and payment history (examples: "ACCOUNT HAS NEVER BEEN LATE," CURRENT BALANCE ZERO," OR "ACCOUNT HAS NOT BEEN LATE IN THE LAST 12/24/36 MONTHS")

## Collection Accounts

Document from creditor includes:

- Paid in full and/or zero balance verbiage
- Recommended that document does not have any null and void clauses. Examples: "Pending final payment," or "upon clearance of funds"

## Medical Collections

If the medical collection is reporting as paid, the request can be placed as a NO DOC Rescore, for an additional cost.

If the medical collection is not reporting as paid, documentation from the creditor includes:

- Paid in full and/or zero balance verbiage
- Recommended that document does not have any null and void clauses. Examples: "Pending final payment" or "upon clearance of funds"

## Deceased Comments

Documents for each NCRA include:

- TransUnion: Driver License and Social Security Card. Will require a letter from the SSA if none of the creditors are reporting a deceased comment.



- Experian: Driver License, Social Security Card, and notarized letter from borrower stating they are not deceased.
- Equifax: The consumer must contact Equifax Consumer Affairs at 800-203-7843 to remove a deceased comment

## Remove “Foreclosure” Comment

Document from creditor includes:

- Verbiage indicating that foreclosure proceedings were never started

## Mixed Credit Report

A Mixed Infile report is a report that contains multiple consumers’ credit file information in which one of the consumers is not listed as one of the borrowers on the report. This can happen when the borrower’s Personal Identifiable Information (PII) is similar to another consumer’s PII. Common examples:

- A father and son with the same first and last name (Sr. and Jr.)
- Twins

Please contact [Rescoreescalations@factualdata.com](mailto:Rescoreescalations@factualdata.com) for assistance with correcting the file.

## FAQs

Q: Can I request a Rescore without a document (No-Doc Rescore)?

A: Yes. This is only recommended for creditors that have an automated system which provides the information requested to be updated. Depending on the request and the creditor, the NCRAs may place the request into an Investigation. There is an additional cost for a NO DOC Rescore.

Q: Can I request a Rescore to remove a fraudulent account?

A: Yes, for TransUnion and Equifax. For Experian, the borrower must call Experian’s National Fraud Line at 877-870-5640.

Q: Can I request a Rescore to add an account (or an authorized user account) to the credit report?

A: No. The NCRAs will not complete a Rescore request to add an account that is not already reporting for the borrower to the credit report.

Q: Can I request a Rescore to change a borrower’s account number?

A: No. The NCRAs will not complete a Rescore request to change an account number that is not already reporting for the borrower.

Q: Can I request a Rescore to verify an inquiry?

A: No. The NCRAs will not complete a Rescore request to verify an inquiry for a borrower.

Q: Can I cancel a Rescore request?

A: Factual Data **may** be able to cancel a Rescore request depending on if it has been submitted to the NCRAs and if processing has begun.



Q: Can I request a Rescore to verify a judgment or lien?

A: No. The NCRA(s) will not complete a Rescore for a judgment or lien.

Q: Can I have my borrower call in to complete a Rescore request?

A: No. Factual Data will not complete a conference call with a borrower and the NCRA to complete a Rescore request.

Q: How long does my request stay open pending additional information before submission to the NCRA(s)?

A: Factual Data will keep your request open for a total of 4 business days.

Q: Once the Rescore is completed, should I re-pull my borrower's credit right away?

A: It is recommended that you re-pull your borrower's credit as soon as possible after a Rescore request is complete. Waiting to re-pull credit may result in creditors re-reporting old information or reporting new information.

## Bureau Phone Numbers for Consumers

**Experian** (XPN): 855-246-9409

**Equifax** (EFX): 866-640-2273 / EFX HIPAA Dept.: 800-203-7843

**TransUnion** (TRU): 800-493-2392

