



Credit Information Systems

Re-Score Order Form (Page 1 of 3)

Pages 1-3 Rescore Order Form Page 4: Credit Card Form Pages 5 & 6: How To Remove Dispute Comments

Please fax all pages along with the required documents to 702-221-9198
Or you may email them to: Tammy@nacmint.com

If you have any questions, please call our Re-Score department at 702-221-9196 ext. 19

To be completed by our client (not the consumer):

Company Name: _____

Your Name: _____

Phone #: _____ Ext: _____

Fax #: _____

Email: _____

Re-Score Guidelines

Prior to submitting a request for a re-score, the mortgage company requesting the re-score must have a credit report pulled on the consumer from Credit Information Systems within the last 90 days.

Request for Re-Score order form: All requests for re-scores must have all three pages of this form completed & signed in order for us to process the request. The form needs to be signed by an authorized company representative (not the consumer) **Note:** If the report was pulled under an individual loan officer's account with Credit Information Systems, he or she must sign the form as the re-score charges will be billed to that account. Per our agreement with the bureaus, we cannot bill the consumer for the re-score.

How the Re-Score works: Once we have received the completed re-score request forms and the required documents, all documents are verified to be true and correct before they are submitted to the credit bureaus. The bureaus will then re-verify the documents prior to making the correction. The process can take 3-5 business days from the date Credit Information Systems submits the request to the bureaus (this however can change at the bureaus discretion). The bureaus will notify us once the request has been completed. Once all the bureaus that were requested have been completed, we will contact you with instruction on how to pull a new credit report.

Note: If the credit bureaus are unable to verify the information verbally with the creditor, the bureaus will put the account into a dispute investigation. Once the investigation has been completed, the bureaus will notify the consumer by mail. The investigation can generally take up to 30 days or longer. The bureaus will not do conference calls with the consumer. Re-score charges will still apply.

REQUIRED DOCUMENTS FOR "DOC" RE-SCORE REQUEST.

If the documents submitted do not meet the below requirements, we will be unable to submit the request to the bureaus as a DOC request.

- **Documents From the Creditor:** must identify the trade name as it appears from each credit bureau. For example, if the tradeline is reporting from the original creditor, the letter needs to be from that creditor. If the account is reporting from a collection agency, the letter needs to be from that agency. Documents need to indicate the consumers first and last name, account number appearing on the report, creditor's contact number and must be signed and dated within the last 30 days. (The signature can be pre-printed or handwritten). **The document must specifically state what change is to be made** to the account (i.e., current balance, delete all delinquencies, delete trade from credit file, account paid, etc.) If the letter is vague, for example, the document states "a correction was made" but the creditor does not state what the correction is; the credit bureaus will not accept the letter.
- **Internet Documents:** The bureaus will accept Internet documents to update a balance, as long as the printout includes the creditor's name, consumers first and last name, account number (or at least last 4 digits of account number) and the current information to be updated. Internet documents must also show the web address and date printed at the bottom of the page. Internet documents need to be dated within past two weeks.
- **Tax Liens & Judgments:** Copy of the "recorded" Satisfaction or Release (must show recording stamp).
- **Bankruptcy Tradelines:** 1) The Discharge of Debtors page 2) The Petition page 3) Schedule of creditors.
- **American Express:** Amex reports a different account number to the bureaus instead of the actual card number. The only letter the bureaus will accept on AMEX accounts is from the Credit Bureau Unit at AMEX. In order to obtain this letter the consumer needs to **call the AMEX Credit Bureau Unit at (800) 874-2717 (provide them with the AMEX account number that is appearing on the credit report)** and request a letter to be sent as to what is being corrected, balance, delete, etc). This form will include the reporting number and part of the actual card number. **The consumer must also have their account notated that they are providing a verbal authorization to Credit Information Systems, TransUnion, Experian & Equifax to verify information have account notated for at least 10 business days.**
- **Removing Dispute Comments:** See pages 5 & 6

Documents not accepted: The bureaus will not accept handwritten documents, copies of receipts, payment confirmations, letters dated more than 30 days old, HUD's, Divorce Decree, Letters from an Attorney, or documents that have any type of a return payment clause.

"NO DOC" RE-SCORE REQUESTS

A No Doc request is a re-score request where documentation is not available and/or does not meet the above DOC re-score requirements. To process a no documentation re-score request you will need the phone number and name of where the information was verified at. Please keep in mind if the creditor will not verify the information verbally with the bureaus, the bureaus will place the account into a dispute investigation. Re-score charges will still apply.



Credit Information Systems

Re-Score Order Form (Page 2 of 3)

Credit Information Systems Report Number: _____

Applicant's Name: _____ SSN: _____

Co-Applicant's Name: _____ SSN: _____

Pricing: Standard Request

(Turnaround time is generally 3-5 business days (this can change depending on the Credit Bureaus))

<u>(DOC) REQUEST:</u> (with documents, that meet guidelines)	<u>(NO DOC) REQUEST</u> (no documentation provided, or does not meet guidelines)
Equifax: \$25 per tradeline per person	Equifax: \$50 per tradeline, per person
Transunion: \$25 per tradeline, per person	Transunion: \$50 per tradeline, per person
Experian: \$25 per tradeline, per person	Experian: 1-2 tradelines: \$50 per tradeline, per person 3-5 tradelines: \$60 per tradeline, per person 6+ tradelines: \$100 per tradeline, person

Pricing: *Rush Request*****

(Turnaround time is generally 1-2 business days, rush request need to be submitted before 9:00am PST for Experian and 11:00am PST for Equifax)

<u>*RUSH*(DOC) REQUEST</u> (with documents that meet guidelines)	<u>*RUSH*(NO DOC) REQUEST</u> (no documentation provided, or does not meet guidelines)
Equifax: \$45 per tradeline, per person	Equifax: \$70 Per Tradeline, Per Person
Experian: \$45 per tradeline, per person	Experian: 1-2 tradelines: \$70 per tradeline, per person 3-5 tradelines: \$80 per tradeline, per person 6+ tradelines: \$120 per tradeline, per person

****Transunion does not offer a rush service****

Tradelines to be corrected: Please mark all that apply. Un-completed or unsigned forms will not be processed.

Creditor Name: _____	Account Number: _____
Creditor Phone Number: _____	Verified With (If No Doc): _____
<input type="checkbox"/> Update Balance \$ _____ <input type="checkbox"/> Delete account <input type="checkbox"/> Remove Late(s) <input type="checkbox"/> Remove Dispute <input type="checkbox"/> Other: _____	
<input type="checkbox"/> Applicant <input type="checkbox"/> Co-Borrower <input type="checkbox"/> Both Applicants	<input type="checkbox"/> Equifax: <input type="checkbox"/> DOC <input type="checkbox"/> NO DOC <input type="checkbox"/> Rush <input type="checkbox"/> Experian: <input type="checkbox"/> DOC <input type="checkbox"/> NO DOC <input type="checkbox"/> Rush <input type="checkbox"/> Transunion: <input type="checkbox"/> DOC <input type="checkbox"/> NO DOC

Creditor Name: _____	Account Number: _____
Creditor Phone Number: _____	Verified With (If No Doc): _____
<input type="checkbox"/> Update Balance \$ _____ <input type="checkbox"/> Delete account <input type="checkbox"/> Remove Late(s) <input type="checkbox"/> Remove Dispute <input type="checkbox"/> Other: _____	
<input type="checkbox"/> Applicant <input type="checkbox"/> Co-Borrower <input type="checkbox"/> Both Applicants	<input type="checkbox"/> Equifax: <input type="checkbox"/> DOC <input type="checkbox"/> NO DOC <input type="checkbox"/> Rush <input type="checkbox"/> Experian: <input type="checkbox"/> DOC <input type="checkbox"/> NO DOC <input type="checkbox"/> Rush <input type="checkbox"/> Transunion: <input type="checkbox"/> DOC <input type="checkbox"/> NO DOC

Creditor Name: _____	Account Number: _____
Creditor Phone Number: _____	Verified With (If No Doc): _____
<input type="checkbox"/> Update Balance \$ _____ <input type="checkbox"/> Delete account <input type="checkbox"/> Remove Late(s) <input type="checkbox"/> Remove Dispute <input type="checkbox"/> Other: _____	
<input type="checkbox"/> Applicant <input type="checkbox"/> Co-Borrower <input type="checkbox"/> Both Applicants	<input type="checkbox"/> Equifax: <input type="checkbox"/> DOC <input type="checkbox"/> NO DOC <input type="checkbox"/> Rush <input type="checkbox"/> Experian: <input type="checkbox"/> DOC <input type="checkbox"/> NO DOC <input type="checkbox"/> Rush <input type="checkbox"/> Transunion: <input type="checkbox"/> DOC <input type="checkbox"/> NO DOC

Per our agreement with the credit bureaus, we cannot bill the consumer for the re-score. The below must be completed and signed by the Loan Officer who's account we will be billing or an authorized company representative.

I _____ (please print) have requested a rescore on the above applicant(s). I am aware that the charges for this service will be billed to my/our account with Credit Information Systems.

Please Sign: (Broker/Lender) _____ Account Number: _____ Date: _____

Cost of Rescore \$ _____

*****Re-Score pricing does not include the fees of the new credit report that will need to be ordered once the rescore has been completed.*****

By signing you are aware that whether or not the Fico Scores change, you will be charged for the above requested work. You further agree if the bureaus are unable to verify the information and a dispute investigation is opened you will be charged for the request. There is no guarantee the FICO score will increase. In fact, there is a possibility of the score being lowered because the bureaus recalculate the entire credit file, not just what has been changed on a tradeline.



Credit Information Systems

Re-Score Order Form (Page 3 of 3)

Consumer Authorization Letter to Release Information:

To Whom it May Concern:

1. I/ We have applied for a mortgage loan from _____. As part of this process, _____ may verify information contained in my/our loan application and other documents required in connection with the loan either before the loan is closed or as part of its quality control program.
(Name of Mortgage Company)
(Name of Mortgage Company)
2. I/We authorize you to provide **Credit Information Systems**, any and all information and documentation that they request. Such information includes, but not limited to, employment history and income: bank, money market, and similar account balances: credit history and copies of income tax returns.
3. A copy of this authorization may be accepted as an original.
4. Your prompt reply to: _____ or **Credit Information Systems** is appreciated.
(Name of Mortgage Company)
5. I authorize **Credit Information Systems** to pull my credit with Transunion, Experian and Equifax. I am aware that this will be a hard inquiry on my credit file.

Borrower Signature: _____

Date: _____

Social Security Number: _____

Co-Borrower Signature: _____

Date: _____

Social Security Number: _____



Credit Information Systems

CREDIT CARD TRANSACTION ADDENDUM

I/We hereby authorize **Credit Information Systems** to charge the following credit card (s) for charges incurred by (borrower's name) with Credit Information Systems.

Please note your credit card statement will reference Credit Information Systems.

Visa___ MasterCard___ American Express ___ *Discover___ *(Only available through LOS)

Name On Card _____

Card # _____

Expiration Date_____ 3 digit code _____

Billing Address on card _____

Amount to be charged _____

Report ID Number (completed by loan officer) _____

Mortgage Rep's Account Number (completed by loan officer) _____

(Credit Information Systems may immediately terminate the related account or otherwise put the account on hold, at Credit Information Systems selection, if the credit card is declined.)

Signature_____ Date _____

Print Name _____

(When completed, fax to your loan officer for submittal)



Credit Information Systems

Removing a “Dispute” comment reporting on a consumer’s credit report.

New guidelines are requiring certain accounts with a dispute comment be removed from a consumer’s credit file prior to closing the loan and for good reason. When a trade line is in dispute, it’s ‘history’ “may not” be calculated when producing the FICO score. This essentially renders the FICO score inaccurate in the eyes of a lender, which means the ‘dispute’ must be removed in order to proceed. **It should be noted that if a dispute is successfully removed, it will most likely adjust the score due to the ‘new’ history.** So how does one go about removing the ‘dispute’ at the bureau level?

For Credit Information Systems to assist you with trying to get the dispute comment removed quickly, you will need to order a rescore. But first a few things you need to find out from your client. How long ago did they dispute the account? ***If the dispute was recent, within the last 30-45 days ago, and the dispute is still being investigated, they must wait until the dispute they opened has been resolved. We cannot send in a request if there is a dispute currently being investigated with the bureaus.***

If the consumer disputed with the creditor or collection agency (and not with the bureaus):

The consumer will need to contact the creditor or collection agency to request the dispute comment be removed, and or verify they show no dispute comments on the account, ***and request a letter from the creditor or collection agency that is reporting the account, the letter must specifically state they have sent a request to the credit bureaus to remove the dispute comment. We will also need a letter from the consumer (see page 2 sample letter)***

If the consumer directly disputed the account with the credit bureaus

We will need a letter from the consumer directing the bureaus to remove the dispute comment.

Items to include on the letter from the consumer.

- Consumers first and last name
- Address
- Social security number
- Have the letter dated (letter must be dated after the reported date on the credit report)
- Address the letter to each of the credit bureaus.
- Include creditor or collection agency name and account number.
- Consumers signature-printed and signed
- If joint request both consumers name and signatures must be on the letter
- And state the consumer does not dispute any information on this/these accounts and that the dispute comment can be removed.

******* SEE SAMPLE LETTER ON NEXT PAGE)*******

The letter from the consumer will take care of most of the consumer dispute comments however not all of them, a dispute comment for an open investigation cannot be removed, and there are others that may have to be verified or unable to be removed with a consumer letter.

All rescore requests must be sent over with the rescore order form

Tammy Summers
Re-Score Specialist
Phone: (702)221-9196 ext 19
Email: tammy@nacmint.com

Date:

(Consumers Name)

(Street Address)

(City, State, Zip)

Attn: Equifax, Experian & Transunion

To whom it may concern,

I _____, social security number _____ currently
(consumer's name)

do not dispute my _____ account # _____
(creditor's name)

either as reported on my **Equifax, Experian and Transunion** credit report or directly

with _____.
(creditor's name)

I hereby request **Equifax, Experian and Transunion** to remove any indication that I dispute the above account.

If you have any questions, feel free to contact me.

Thank you.

(print name)

Signature