

THE XACTUS WAY!

- Xactus' credit experts work with Equifax, Experian, and TransUnion to quickly update credit information, typically within 3-5 business days. Rush options are also available for as fast as a one-day turnaround.
- A rescore cannot be completed on a file that is more than 90 days old.

What updates can be performed in a rescore?

- Remove derogatory information and accounts that were reported in error.
- Remove authorized user accounts.
- Remove dispute comments.
- Update a balance or paid-in-full status.
- Update an account to show that it was included in a bankruptcy.

What updates cannot be performed in a rescore?

- Adding new tradelines.
- Request corrections to files with multiple social security numbers or suffixes like JR/SR with Equifax or Transunion.
- Updates to "Date Reported", "Last Activity", or "Months Reviewed".

What documentation is needed?

- A document that contains the following:
 - Date (The date the document was created.)
 - Borrower's name
 - Creditor name, logo and/or letterhead
 - Account number - a minimum of four digits
 - Current balance, change, or correction to be made - specifically stated
- There are various documentation requirements for specific creditors (and bureaus) based on the update that is being requested.

How do I know if my documentation meets the necessary requirements?

- Place your rescore order and upload your documentation. A Rescore Specialist will review your specific request and the provided documentation. If different documentation is required, they will contact you and provide additional information.

Can a rescore be completed without documentation?

- Some creditors do provide this service to the bureaus at an additional charge.
- If you prefer a "No Documentation" rescore, you can specify this option when placing your order. A Rescore Specialist will review your order and get in touch with you if documentation is required for your specific case.

Will credit be re-pulled as part of the rescore process?

- Yes!
 - If the file is \leq 30 days old, only the rescored bureaus will be re-pulled and merged with the existing file.
 - If the file is $>$ 30 days old, all bureaus will be re-pulled.
- When the rescore has been completed, you will be notified via email and it will contain your new file number.

Will the new credit file reflect my update?

- Maybe! If you are viewing a tri-merge report, it only reflects how the information is reported on one bureau. If all bureaus have not been updated, the merged report may not reflect the update.
- You can view the unmerged information and be assured that your update has been carried out and that the bureau(s) score is considering the update.

Why are rescoring services so expensive?

- The credit bureaus determine the service fees associated with a documented rescore, non-documented rescore, and rush services. The service fees over and above these charges is a small portion of the overall fee.

Can I pass the rescoring fees back to my borrower?

- No. The bureaus require that the consumer not be charged (either directly or in-directly) for this service. The Fair Credit Reporting Act sets forth the procedures to be followed and requires that information be updated at no charge to the consumer. [See 15 U.S.C. § 1681i(a)(1)(A)]

Can I place my rescore order via phone?

- No, all rescore orders must be placed online due to FCRA provisions.