

## Guidelines for Acceptable Rescore Documentation

**Note:** The credit bureaus have the right to change requirements or deny documentation. These are general documentation requirements that will work in most cases, as some creditors have special requirements. A Rescore Specialist will review the submitted documentation and provide guidance based on what has historically been sufficient to meet bureau requirements.

**Rescore documentation must include ALL the following information on ONE page:**

- 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

**Acceptable documentation**, containing the information above, includes:

- Formal letter from the creditor that clearly states the information to be updated.
- Online account printout must include the URL at the top or bottom of the page.
- Monthly statements are acceptable only for account balance updates.

### **Unacceptable documentation includes:**

- Letters that include contingency statements (i.e. “upon clearance of funds”; “if payment is returned”)
- Letters indicating future tense (“will” be updated vs. “has” been updated).
- Payoff Statements
- Divorce decrees
- Cancelled checks
- Wire transfer receipts
- 3<sup>rd</sup> party letters
- Hand-written letters
- Copies of emails
- Cashier’s check copies
- HUDs
- Cell phone screen shots
- Payment confirmations
- Checking acct statements
- Supplements

### **Removing Authorized Users:**

- Experian: Documentation must specifically instruct the bureau to delete the account from the credit report and contain the consumer’s name or the account may remain on the report and reflect “terminated”. They will not accept documentation stating the authorized user has been removed from the account to delete the tradeline.
- Equifax: If the document states the borrower (including borrower’s name) is no longer authorized, they will remove the account.
- TransUnion: Although documentation is best, they will remove an authorized user account upon request. (Note: there is an additional bureau fee when documentation is not provided.)

### **Late Payments:**

- Updating the present status from delinquent to current: The documentation must specifically state that the account is now current.
- Removing historical lates: A formal letter from the creditor must state the specific late dates that are to be deleted or state that the account has never been late. Letters stating to delete “the late payment(s)” are not accepted.

### **Dispute Removal:**

- A letter from the consumer is required. It must contain the consumer’s name and current date. The letter should be addressed to "To Whom It May Concern" and must state that they are no longer disputing the account(s), they are requesting for the dispute comments to be removed, and creditor name(s) and account number(s) should be included.
- It is suggested that the consumer also reach out to the creditor to ensure the dispute is closed and removed from the creditor’s records. If this step is not completed, the dispute comment will likely be re-reported.

## Creditors That Require Special Documentation

### **American Express:**

Borrower must call Amex's credit bureau unit at 800-874-2717 and request a letter verifying the current balance. Provide Amex credit bureau the entire account number as shown on the credit report, which is different than the account number on the borrower's card.

### **Barclays:**

A specific letter is required (similar to American Express) which includes the "account identifier" number that is shown on the credit report in place of the actual card/account number. The borrower can contact Barclays Customer Service using the telephone number on the back of their card to obtain this letter. The full 16-digit card number should also be provided to the rescore specialist.

### **Credit One Bank:**

A monthly statement or formal letter from this creditor is required. No-doc requests are not an option with this creditor.

### **Fingerhut:**

The borrower's phone number (associated with the account) should be provided to the rescore specialist.

### **FNB Omaha:**

The borrower will need to obtain a formal letter that includes the identifier number that is listed on the credit report. The borrower should call FNB Omaha at 888-295-5540 and provide the entire account number shown on credit report. The borrower should request a letter verifying the current balance that includes the identifier number. The full 16-digit card number should also be provided to the rescore specialist.

### **Credit Union and Student Loan accounts:**

A formal letter is typically required. Credit Union and student loan account numbers are usually reported to the bureaus as a member number and a loan ID number. Documentation will need to include both the member number and the ID number or Suffix number to be acceptable when the account number/card number is not reported to the bureaus.