



Rescore Express Terms and Services

Rescore Express is an expedited process of correction, through which Advantage Credit will attempt, with the proper documentation, to assist the client in updating information on a consumers credit report.

The correct information can impact scores immediately and the rescore is normally complete within 72 hours. For an additional fee a 24 hour rush can be requested with Experian, Transunion and Equifax.

IMPORTANT FAQ'S REGARDING A RESCORE:

Advantage Credit does not guarantee any changes in scores. The actual scoring after completion may be higher, lower, or the same. There are too many variables in the scoring process to ever be able to guarantee an outcome.

We are unable to refund any money (fees) post completion of the Rescore Express

While the What If simulator does have a very good accuracy rate it is always just a possibility and not a guarantee. It is less accurate on files that are over 30 days old.

The cost of a rescore cannot be passed on to the borrower directly or indirectly as this is a violation of the FCRA Section 611

We cannot work directly with borrowers in the rescore process. All documentation and correspondence must come from our client. The client's borrower can be copied on any email correspondence. The results of the rescore will be given only to the client who may then pass them on to the borrower.

The file and all documentation will be reviewed by a rescore specialist prior to submission to the bureaus to ensure it is adequate and has the possibility of producing the desired outcome. While the corrections are done at the bureau level, we have no control over how/when creditors report. So there is always the possibility that at a later time the creditor may come back and re-report the incorrect information.

When a rescore is complete the entire file must be re-pulled. If there is an additional borrower on the file or only one bureau was rescored, the other bureaus and/or other borrower could be affected depending on any creditor that reports on their own during the rescore process.



HOW TO Order Rescore Express

Once you log in to Advantage Credit's secure site

From the **Recent Request** section click Credit link

1. Click on the File# to view an existing credit report
2. Under Add-On Products (menu on right)
3. Click on **Request Rescore Express**
4. Select (check box) the Tradelines you would like to update at a bureau level
5. Select the Bureau(s) / Borrower(s) to update
6. Select the Reason(s) to update
7. Enter any Additional Notes

*Please **attach** any type of documentation you may have to expedite the request (Credit Card Statements; Creditors Letters; Consumer dispute Letters)

8. Click Next
9. Review and confirm your request
10. Click Submit Request

View Status of your Rescore Express

From the **Recent Request** section click **Supplements** Tab

1. Click **Supplements** Tab to see the status
2. Click on **File#** to **view** and print Supplemental Report





DOCUMENTS THE BUREAUS WILL ACCEPT FOR A RESCORE:

All documentation needs to show the creditors name/logo, part of the account number, borrower full name, current date, the new current balance and/or action to be taken. This must be on one page and the bureaus accept a letter on the creditors letterhead a statement/screenshot if it's a full screenshot. The bureaus will NOT accept anything sent by email or phone screenshots. For balance updates on any accounts with a credit union or bank an actual letter is required from the creditor.

If the creditor is CREDIT ONE BANK, AMEX or FNB Omaha (SEE BELOW)

CREDIT ONE BANK we need an actual letter from the creditor on their letterhead It has to be addressed to the borrower, have the account number, current date and the new current balance

To update the **Amex** account the bureaus require certain documentation from Amex in order to update the file. Please have the borrower contact Amex at **800-874-2717** and request a “**credit verification release form.**” They will ask for the account number and the identifier number from the credit report which is the account number you see on the credit report. The actual account number is the AMEX CREDIT CARD number. The borrower can request AMEX to fax directly to me at 720-389-0375. While the borrower is on the phone with Amex, have them place verbal authorization on the file allowing Trans Union, Experian & Equifax to call Amex and verbally verify the account. **(Trans Union requires authorization to be placed on the file)**

FNB Omaha does not report account numbers to the bureaus and sends ID numbers instead. In order to update this account the bureaus require different documentation from FNB. Please have the borrower contact FNB and request a letter on letterhead listing both the ID number (located on the credit report) and the complete account number ending in **xxxx**. (account number on card) The letter should include the date, borrower's name and current balance of the card.



DOCUMENTS THE BUREAUS WILL ACCEPT CONT.

To remove a late payment, or have an account deleted a very specific letter is required from the creditor report stating the exact late date(s) or account(s) are to be deleted.

To remove an authorized user account we must have a letter from the creditor stating the borrower has been removed as an authorized user and optimally that the account should be removed from the credit report.

To have a dispute remark removed we need a dispute letter completed and signed by the borrower (cannot be a typed signature). You might also ask the borrower to contact the creditor to tell them they are no longer disputing the account, that way it does not pop up again when the creditor reports to the bureaus. Here is the link for our dispute letter sample:

https://www.advcredit.com/linked_docs/consumer_letter.pdf

DOCUMENTS THE BUREAUS WILL NOT ACCEPT:

- Copies of checks or money orders
- Divorce Decrees
- Mortgage Settlement statements or HUDs
- Paid Receipts
- Third party documentation
- Attorney letters
- Universal Data Forms
- Payment histories
- Phone screen shots
- Documentation over 30 days old

In some circumstances a “no doc” Rescore can be attempted for an additional cost if documentation is not available. These work best on simple balance updates with major credit cards and store credit cards. These cannot be attempted with credit unions or banks and do not usually work to have late payments removed or accounts deleted as most creditors will not do third-party verbals.