

DISPUTING CREDIT REPORT ERRORS

The Fair Credit Reporting Act (FCRA) gives consumers specific legal protections when you apply for-and are denied-credit.

When credit is denied based on information in a credit report, the credit grantor must tell you the name and address of the credit bureau used to secure the information. Please be aware that contacting any credit bureau by phone or email DOES NOT preserve your rights under the law. You must put your request in writing and mail it to the credit bureau(s). It is a good idea to mail to all three credit bureaus.

Those names and addresses are:

- EXPERIAN**
PO BOX 2104
ALLEN, TX 75013-2104
(800) 392-1122 <http://www.experian.com/consumer/index.html>

- EQUIFAX**
PO BOX 740123
Atlanta GA 30374-0123
(800) 405-0081 or (888) 909-7304 <http://www.equifax.com/consumers/consumers.html>

- TRANSUNION**
PO BOX 390
Springfield PA 19064-0390
(800) 888-4213 <http://www.transunion.com/consumer/>

If you believe that information on your credit report is inaccurate, the credit bureau must investigate the item within a "reasonable time", generally 30 days, and remove the item if it is inaccurate or cannot be verified as accurate. Notifying the credit bureau of an error must be done by you, in writing.

As your lender, we are required to get a credit report on you. We cannot "fix" problems with your credit report. We may be able to update a credit report to verify all information, which may correct minor errors such as an account reporting a balance, which should be a -0- balance. This requires a full Residential Mortgage Credit Report (RMCR) and we will need to collect additional money from you before we do this.

The credit bureaus "recommend" that you not apply for credit while a dispute is pending. You have the right to insert up to a 100 word explanatory statement to your report. A credit score takes about 90 days to recalculate and take advantage of updated information. There is no way we can cause this to happen more quickly. If you can provide evidence of an error, we may be able to disregard the erroneous information when making a loan decision.

It is important to remember that a credit bureau is a repository of information, not the source of that information. The source of all credit information are the creditors, such as credit card companies, department stores, banks and mortgage companies. The credit bureau reports what your creditor told them. Therefore, if you have a dispute, an appropriate place to call first may be the creditor who provided the information to the credit bureau. Often, if there is an error, they can correct their records and transmit the updated information to the credit bureaus. Always get an error correction in writing from the creditor; send it to all three credit bureaus and then keep it with your personal financial records.

