



Experian Give Me a Little Credit

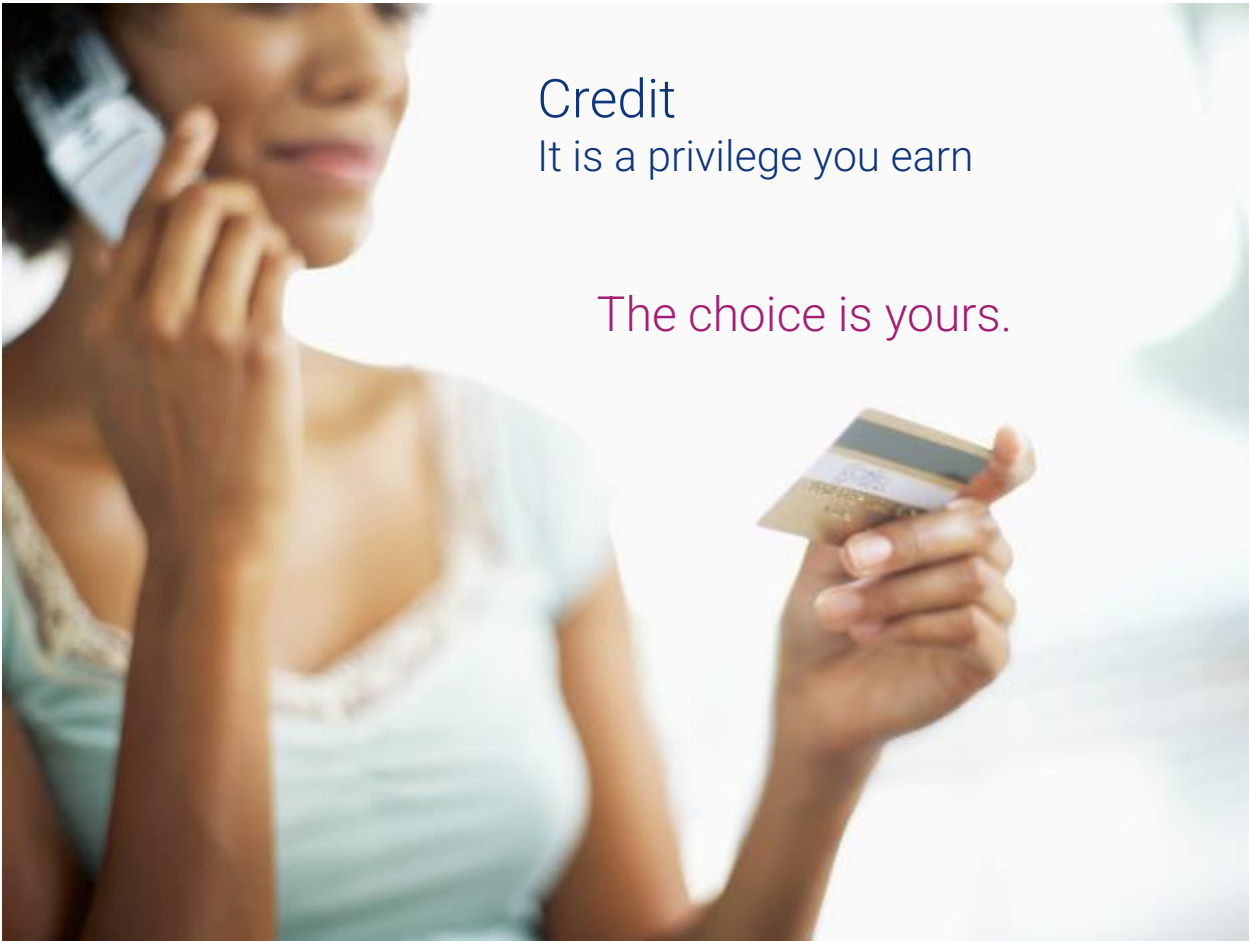
Veronica Herrera



Veronica Herrera joined Experian in 2002, and as over 20 years' experience working in-depth with tri-bureau credit data and scoring models. In her current role as Director of Product Management, Veronica works data and scores to bring credit insights and education to consumers. Over the last 12 years Veronica has helped educate thousands of consumers about credit reports and scores, through the Experian Credit Ambassador program.

Disclaimer

- The purpose of this presentation is to help you better understand credit reporting and to provide general information about how you can manage your credit report so that you can get the credit you need and want.
- For legal reasons I:
 - Cannot discuss issues specific to your personal credit report
 - Cannot advise individuals about how to improve their personal credit report or credit scores
- Cannot submit disputes regarding your personal credit report on your behalf
- Information regarding Experian policies and processes is current as of the date of this presentation, but may change.



Credit
It is a privilege you earn

The choice is yours.

Credit does not equal debt

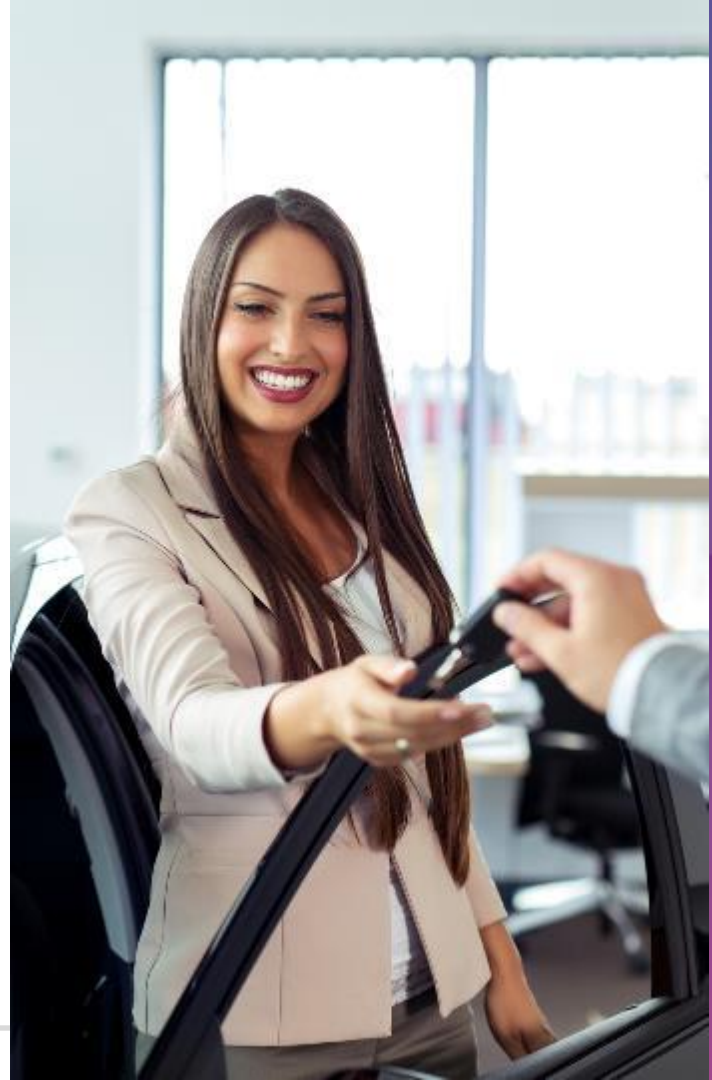
Build a positive credit history so you can get the best terms when you invest in debt.



What is credit?

Obtaining goods or services and paying for them at a later date under agreed upon terms

- Credit cards, mortgages and car loans
- Service contracts: cable television, telephone, utility service
- Your financial references





The three national credit reporting companies

Credit reporting companies serve consumers and businesses by making possible:

- Instant credit
- Lower-cost credit
- Nationwide credit
- Widespread availability
- Account management

Credit reporting companies are like libraries

Credit reporting company clients check out information . . .

. . . only if they have a permissible purpose under the law.



The Fair Credit Reporting Act

Permissible Purposes

- Open or manage credit accounts
- Offers of credit
- Employment purposes
- Underwrite insurance
- A business transaction initiated by the consumer
- Court order or federal jury subpoena
- Valuation of risk of an investor
- Eligibility for government license
- Disclosure to consumer



Defining credit reports and their importance

What is a credit report?

- Your personal credit report includes a record of your financial accounts and obligations and the identification information associated with them
- This report is sometimes called a credit file or a credit history
- Credit reporting companies collect and organize data about your credit history from your creditors and public records



What's in a credit report?

- Identifying information
- Account information
- Bankruptcy public records
- Inquiries
- Dispute instructions

Credit Reports		
Experian Credit Report		
As of: 08.01.2018		
	Accounts	>
	Total Open Accounts	11
	Total Closed Accounts	6
	Total Accounts	17
	Inquiries	>
	Reported Inquiries	2
	Public Records	>
	Reported Records	0
	Summary	>

What's NOT in a credit report?

Credit reporting companies do NOT store:

- Criminal background
- Medical information
- Buying habits / transaction data
- Income
- Bank account information
- Credit scores



Experian Boost

- Experian Boost, introduced in March, 2019 is a first in credit reporting history
- Add positive utility, streaming and telecom payments to **instantly improve your credit scores**
- **Payment information** from your checking or savings account, or credit card account
- Only with **your** permission
- Most effective for people with **thin credit files** or credit scores **below 680**
- Average score boost of **13 points**



Real customers paid for participation.

Initiating a dispute

- We encourage consumers to get a report directly from Experian
 - Toll-free number on report gives you access to customer service
 - Report number identifies you and your record
 - You and the customer service representative will be looking at the same information in the same order
- Can dispute online, by telephone or by mail
- Dispute must be specific



Processing a dispute

- Credit reporting company verifies with the source of the information
- Must allow up to 30-45 days for processing
- Source verifies, corrects or updates
- Secure, encrypted electronic system is used
- Creditors required to report corrections to all databases
- Consumer can add statement of dispute if issue is not resolved with source



How long is information kept on a report?

Type of account	Time frame
Open accounts in good standing	Indefinitely
Closed accounts in good standing	10 years
Late or missed payments	7 years
Collection accounts	7 years
Chapter 7 bankruptcy	10 years
Chapter 13 bankruptcy	7 years
Credit inquiries	2 years



What is a credit score?

- Used instead of a manual “score sheet”
- Valuable risk management tool
- Many different models, with many different scales available from many different sources
- Credit reporting companies often “apply” the model selected by the creditor when delivering the credit report; however, the credit scoring model, or formula, is proprietary to the developer



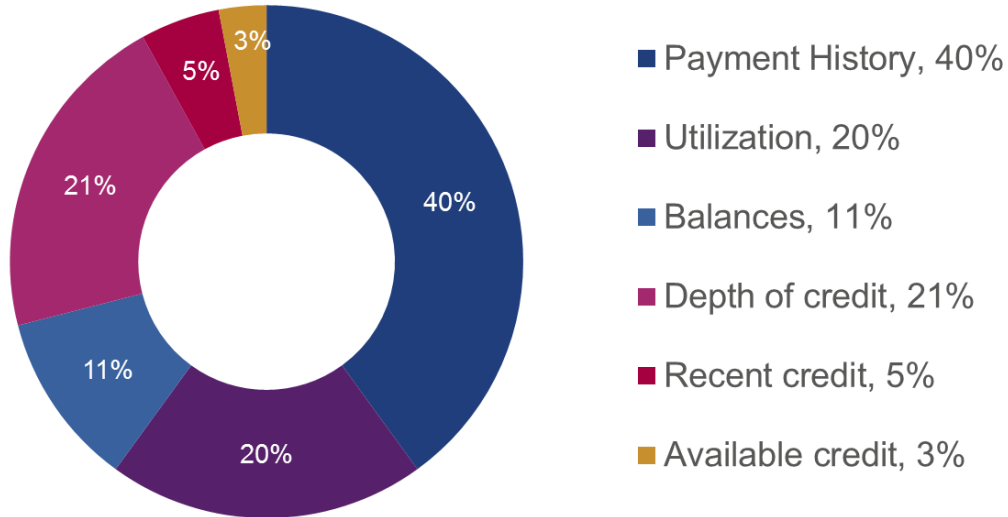
Risk factors are the key

- Generated when a risk score is calculated
- Tell the consumer what to address in their credit history to become more creditworthy
- Are largely consistent from model-to-model
- Are usually included in or described in an adverse action notice
- Experian provides risk factors to consumers with the scores it provides through its direct-to-consumer services



VantageScore® 3.0 Characteristics Contributions

VantageScore 3.0 contributions



Ten Rules for Managing Credit

1. Establish a credit report
2. Always pay as agreed
3. Get a credit card
4. Use caution in closing accounts
5. Apply for credit judiciously
6. Time is key
7. Demonstrate stability
8. Have a plan
9. Put credit to work for you
10. Share your knowledge



Free Credit Reports and Scores: Experian Credit Monitoring

- www.Experian.com
- Free Experian credit report and FICO Score
- Report and score refreshed every 30 days
- FICO score monitoring with Experian data
- Experian credit monitoring and alerts
- Free dark web surveillance report
- Credit card and loan offers matched for you
- No credit card information required



Centralized source for free reports

www.annualcreditreport.com

- One free report from each of the three bureaus is available every week
- Single contact point:
 - Telephone – 877.322.8228
 - Mail
 - Internet
- Fee for credit score



Experian education resources

On the Web

- #CreditChat
 - Weekly Twitter chat began in 2012, helping our community learn about credit and other personal finance topics (e.g. saving money, paying down debt, improving credit scores, overcoming barriers to financial inclusion and financial success)
 - [ex.pn/creditchat](https://twitter.com/expn/creditchat)
- #CreditChatLive
 - Live conversations with subject-matter experts about credit and other wide-ranging personal finance topics
 - [ex.pn/creditchatlive](https://twitter.com/expn/creditchatlive)
- CreditChatLive on YouTube:
 - Videos that answer a wide range of credit questions and interviews with experts on consumer credit and personal finance topics
 - [ex.pn/creditchatliveYT](https://www.youtube.com/expn/creditchatliveYT)
- Experian.com
 - Comprehensive Blog with advice for consumers on everything related to credit, credit cards, loans and identity theft protection.
 - www.experian.com/crediteducation
Ask Experian advice column, sample consumer report, frequently asked questions
 - www.experian.com/consumereducation
Electronic versions of our published materials, sample credit report, videos, PowerPoint presentations with talk notes and more

The logo features a cluster of seven white squares of varying sizes on the left, arranged in a roughly circular pattern. To the right of these squares is the word "experian" in a lowercase, white, sans-serif font. A small "TM" trademark symbol is positioned to the right of the word. The background is a gradient from dark blue on the left to purple on the right, with several large, rounded, semi-transparent shapes in shades of purple and blue on the right side.

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