

Bureau Direct™ Guidelines

Quickly correct information on your borrower's credit file so that they can get the credit score they deserve.

Hours of Operation

- Bureau Direct™ Customer Service hours are 8:00 A.M. - 5:00 P.M. PST, Monday – Friday, excluding holidays.

Price:

- The fee for Bureau Direct™ is \$30.00 per bureau, per trade line, per borrower.

Credit Bureau Response Time

- The credit bureaus' response time for Bureau Direct™ is typically 3 business days.
- Requests received after 3:00 P.M. PST will be processed the following business day.

LandAmerica Credit Report is Required

- In order to request Bureau Direct™ service, you must reference a LandAmerica credit report which has been pulled within the last sixty (60) days. The credit bureaus will not process a Bureau Direct™ request without a corresponding LandAmerica credit report.

Documentation Must Accompany Each Bureau Direct™ request:

- The credit bureaus require proper documentation from each creditor before they will make any change to the credit file. The credit bureaus will not accept "verbal verification" from any source including LandAmerica.
- The documentation must be written on the creditor's letterhead and addressed to the consumer. (Fill-in forms sent to the creditor, like those typically used for rental verification, are not acceptable.)
- The documentation must include specific instructions from the creditor as to what information should be updated. If the document is not specific, it will be rejected by the bureaus.
- A third-party letter cannot be submitted to correct another creditor's tradeline. For example, if the tradeline is being reported by a collection agency, the letter needs to come from *that* collection agency, not the original creditor.

Updating Balances

- Any documentation used to update a balance must be dated within the last 14 days and specifically reference the dollar amount of the new balance.
- To update balances on revolving accounts, you may submit either a recent statement or a letter from the creditor.

Internet Documents

- Internet documents are acceptable for use in updating account balances or referencing bankruptcy, tax lien or judgment status.
- Internet statements for account balance updates must show the consumer's name, contain at least four consecutive digits of the account number, display the current balance, and be received by the bureau within 24 hours of the access date.
- The document must reference the current balance specifically. Documents showing the "amount paid" are not acceptable for calculating current balance.

Removing Late Payments

- In order to remove a late payment, an approved creditor letter must a) specifically state that the late payment should be removed or deleted, or b) specifically state that there are 0x30, 0x60 and 0x90 day(s) late payments reported in the last 12, 24 etc. months, or c) state that all derogatory information should be removed or d) that the account should reflect Paid as Agreed.

Deleting a Tradeline

- In order for a tradeline to be deleted, the creditor documentation must specifically state that the tradeline should be deleted or removed from the credit report. The letter must also state the reason why the tradeline is being deleted. Note: The only bureau-accepted reasons for deletion are “Reported in Error”, “Does Not Belong to the Consumer” or “Fraud”. The credit bureaus do not consider “Paid in Full” as an acceptable reason for deletion of a tradeline.

Adding Tradelines or Other Information Currently Not Reported by a Creditor

- There is no service which can add a non-reported tradeline and its associated payment history to a consumer’s credit report. The bureaus negotiate with the creditors to report this information to them directly and on a regular basis (e.g., via monthly tapes). If a creditor has not agreed to report the information directly to the bureaus, it cannot be added to the consumer’s file.

Bankruptcy Updates

- When updating tradelines to reflect them as “included in bankruptcy” the credit bureaus require the following documents: a) Discharge of Debtor, b) Petition Page, and c) Schedules D and F.
- Items not automatically dischargeable or items listed on Schedule E will not be updated.
- Non-dischargeable items or items that require special consideration under the Bankruptcy Code, such as student loans, will require a letter directly from the creditor.

Tax Liens and Judgments

- In order to update a judgment, you must provide the court documents (with court seal and stamp) stating “satisfied” or “released”, along with the original docket number reported by the credit bureau(s).
- Handwritten original recording information will not be accepted by the credit bureaus.
- In order to delete a judgment or tax lien from a consumer’s file, the court document must state “vacated” or “dismissed”.

Judgments and Associated Tradelines Both Show on the Report: “Are these duplicates?”

- No, the credit report’s inclusion of both the judgment and its corresponding tradeline(s) is not considered duplicate reporting by any of the repositories. The reporting source is different for each item: One entry (the tradeline) is reported by the original credit grantor and the other entry (the judgment) comes from public records.

Correcting Address, Date of Birth, Employment, Name and/or Social Security Number

- The credit bureaus require that the consumer contact the bureaus directly in order to process a correction in address, employment, name and/or social security information. Bureau Direct™ cannot be used for this purpose.

Inquiry Removal

- Inquiry removal cannot be processed through Bureau Direct™; it must be processed by the end-user and agency making the inquiry.
- If a LandAmerica client has erroneously initiated an inquiry via LandAmerica, the client can provide two letters to LandAmerica's Consumer Relations Department for bureau processing. One letter must come from the inquiring entity (e.g., the LandAmerica client) and be on that company's letterhead. The other letter must come from the consumer. Each letter must request the removal of the inquiry, and both letters should be submitted to LandAmerica's Consumer Relations Department via fax at (877) 484-6361. (Note: The repositories may initiate an investigation into any business or person which has made an erroneous credit inquiry on a consumer's file.)
- It can take up to 30 days to remove an inquiry from a consumer's file, and only the consumer will be notified when the inquiry has been successfully removed.

Maximum Number of Bureau Direct™ Requests:

- There is no limit to the number of tradelines you can correct via Bureau Direct™.

Mixed Files

- Mixed files occur when tradeline information from one consumer erroneously appears on the credit file of another consumer.
- Only Experian will correct a mixed file via Bureau Direct™. The flat fee, regardless of the number of erroneous tradelines, is \$100.00. The consumer must provide the following via Bureau Direct™:
 - A legible copy of his/her Driver's License and Social Security Card
 - A list of the accounts that are not associated with the consumer
 - Any accounts that cannot be corrected by Experian will be automatically disputed with the creditor.
- Neither Equifax nor TransUnion will correct mixed files via Bureau Direct™. The consumer should contact these two bureaus directly in order to have these erroneous tradelines removed.
 - Equifax Consumer Affairs: (800)203-7843.
 - TransUnion: (800) 916-8800 (choose option #3 to speak with a representative)

Specific Credit Bureau Information regarding Bureau Direct™**Equifax**

- Equifax cannot delete the bankruptcy status of a tradeline unless the documentation also includes the entire payment history of the tradeline. (This is because Equifax's bankruptcy tradelines automatically delete previous payment history, making it necessary for them to rebuild the payment history whenever restoring a tradeline from its previous bankruptcy status.)
- Equifax may automatically put a Bureau Direct™ request made to MBNA/Bank of America and WaMu/Provident into dispute. There is no way to be certain prior to the Bureau Direct™ submission whether or not the request involving one of these creditors will trigger an automatic dispute instead of the standard Bureau Direct™ process.

Experian

- Late payment updates and/or account removal for Chase and Washington Mutual trade lines are automatically sent to the dispute department. This is per Experian's contract with Chase and Washington Mutual and cannot be waived.
- Experian will automatically send Bureau Direct™ requests to their dispute department if they cannot verify the consumer-provided documentation or if the documents don't match the creditor's normal format for confirming updated information.

TransUnion

- TransUnion incorporates a "Three-Call-Rule" when attempting to verify creditor documentation. If they are unable to contact the creditor and verify the documentation in three phone call attempts, they will automatically put the Bureau Direct™ request into dispute. Note: TransUnion will not permit the consumer to participate on these calls, even in an attempt to expedite the process.

Consumer-Initiated Disputes (by Contacting the Credit Bureau(s) Directly)

- In situations where the consumer cannot get documented proof from the creditor that a change should be made to their file, their alternative is to file a dispute with the credit bureaus. (For dispute information, go to www.landamcredit.com and click Client Resources). Upon receiving your dispute, the credit bureaus will contact the creditor using the consumer dispute verification process. The creditor will respond electronically via a platform called E-Oscar. (E-Oscar has replaced the Universal Data Form.)
- Disputes take up to 30-days to process, and can take longer before a final outcome is achieved.
- NOTE: If the consumer has already contacted the credit bureau directly and disputed a particular tradeline or public record, LandAmerica is not permitted to process a Bureau Direct™ request on that item. The item will be placed on "hold" and cannot be altered until the consumer dispute is completed. The consumer is responsible for all bureau contact when they choose to initiate a dispute outside of Bureau Direct™ and must contact the bureau directly for status updates.

Common Reasons for Bureau Direct™ Rejection

- The document is not on the creditor's letterhead.
- The document is not specific.
- The document does not mention the balance.
- There is no account number or the account numbers do not match.
- There is no court stamp on the document.
- The letter is not from the creditor reporting the tradeline.
- The letter is not addressed to the consumer.
- The Order Form is missing a page or is incomplete.
- The Order Form was altered.
- The Order Form acknowledgement was signed by the consumer.
- The request did not include documents.
- The document contains a clearance clause (i.e. you have a check returned for insufficient funds, we have received your fraud dispute and will investigate, etc.)
- The date is not listed or it is not current.
- The credit report is more than 60 days old.
- We will not accept cancelled checks or receipts as documents.
- The account is on credit hold.
- The request is attempting to add tradelines.
- The bureaus were not able to verify documents with creditors.
- The documents provided were not legible.
- We are not able to remove inquiries through the Bureau Direct™ program.
- We are not able to correct address, date of birth, employment, name or social security number through the Bureau Direct™ program.

Need Assistance?

☎ Call our Bureau Direct™ Department at (866)897-2673 option 1

✉ Email BureauDirect@landam.com.

Please include the Report Number so that we may answer questions based upon your specific consumer.