



## Product Overview

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## Why use CreditXpert®?

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CreditXpert improves the interaction between loan originators and borrowers by providing new options and ways to communicate. With CreditXpert, originators can take a more consultative approach and improve the lending experience while improving their business results.

### Benefits:

- Legitimately qualify more applicants for better terms
  - Support decisions on what steps to take and not to take to improve credit
  - Differentiate and serve as a “trusted advisors”
- **Close more loans** – originators making CreditXpert an integral part of their loan origination process are closing 20% + more loans per month.

## Product Overview

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- **CreditXpert Detective™**  
Automatically identifies opportunities to improve credit by detecting incorrect, missing or outdated information. By scrutinizing all data that impacts an applicants' score and comparing it to other bureaus, the tool identifies where an applicants scores may be artificially held down.  
  
These updates, which others may have not found or have been able to find, are presented along with their potential score improvement and instructions on how to proceed. When necessary, a letter for the applicant to initiate a Consumer Dispute, can be generated.
- **CreditXpert Essentials™** -  
Instantly analyze and optimizes credit. The dynamic report informs originators and borrowers of the most effective actions to take to improve credit, by a specific amount.  
  
It also informs the parties of the specific items and events which to date have impacted the applicants score the most. These “Top Negatives” are the key areas to focus on when considering other actions.
- **CreditXpert What-If Simulator™** -  
Answers' the question “What-if, certain (other) actions are taken, how will they impact the applicants' credit?” Use it to simulate a combination of your own actions and those identified in CreditXpert Detective and CreditXpert Essentials™. Includes a “rapid rescore mode” for time-sensitive simulations as well as a “scenarios mode” for global.



**CreditXpert Detective™**  
The only automated update tool.

- Identifies potential updates
  - Find all updates
  - Find only enough to achieve a user-specified score increase
- Presents only updates that improve scores

**CreditXpert Detective™**

**Results for Equifax** [Rapid Rescoring mode]  
Credit Report Date: 11/18/2005

[Updates](#) | [Instructions](#) | [Printer-friendly version](#)

CreditXpert Detective™ scans your credit reports and automatically finds potential problems (such as inaccurate or outdated information) that, if corrected, may improve your credit scores. These problems can be fixed by updating your report information through a dispute process. If a specific score increase is requested, this tool finds the smallest number of updates to achieve this increase. If not, it identifies the updates that can improve your score the most on this credit bureau. Note that CreditXpert Detective does not change your credit report information or initiate any dispute.

**★ Potential problems found in your Equifax report**

This tool scanned your report for potential problems. It found updates that may allow you to improve your credit score.

**Potential for improvement: +18**

These updates could raise your credit score on Equifax by 18 points. Your creditworthiness on Equifax could improve from Poor to Fair.

Including the effect of time, these updates could raise your credit score on Equifax by 12 points. Your creditworthiness on Equifax would still be Excellent.

Effect of time on the score: Your credit score on Equifax could increase by 2 points during the 30 days it may take to investigate the dispute, if only minimum payments are made.

**Suggested updates**

The following updates are the best opportunities we found to update information in your Equifax credit report.

#	Type	Description	Reported Value	Updated Value	Score Increase
1	Payment status	Update the payment status on the GTE credit account (# 005271192195****). This account is reported as "Charged-off," but no other account is reported as delinquent. This may be a reporting error or the result of identity theft.	Charged-off	Paid as agreed	+12
2	Credit limit	Update the credit limit on the CITIBANK credit account (# 412800319434****). The credit limit is missing.	unknown	\$9,000	+6

**Items to investigate**

The following items deserve special attention. We do not have enough information to calculate a score impact, but such items can have a large impact on credit scores.

**★ Historical payment statuses**  
Examine all of the past late payments to see if they were reported correctly. In particular, isolated late payments may indicate an error.

**Points to keep in mind**

- **Goodwill adjustments**  
You may be able to get a "goodwill adjustment" from your lender. Some lenders do this for customers that have had minor delinquencies (such as 30 days late) in the past, but have recently been paying on time. The "goodwill adjustment" will remove all negative information over the life of the account. Note that you would need to request it in writing, and that a lender will usually do this only once.
- **Understanding the score increase**  
The new score shown is only an estimate, and there is no guarantee that your credit score will increase by this exact amount should you take all of the recommended actions. There are several reasons for this. First, the estimate is based on doing all of the actions in the exact order listed. The order of the actions is important because each action can build on the results of previous ones. Therefore, removing an action or doing actions in a different order may produce different score increases. In addition, there is no way to know exactly when the changes will take effect in your credit reports. The longer it takes, the more likely that other information (such as account balances) will change at the same time. Finally, the bureaus may update at the same time other account information that you did not dispute. As a result, the score may decrease in a situation where it was expected to increase. For example, if the balance or past due balance increases, the account gets closed, or new delinquencies appear, these unintended changes may lower the score more than correcting the disputed information raises it.

Automatically & instantly determine potential

Planning mode accounts for passage of time (aging)

Find all updates or only enough updates to reach a specified score increase

Updates for incorrect, missing, and outdated information

Additional items to look into; not enough information available to determine score impact

## CreditXpert Detective™ (continued)

Detailed instructions make it easy to take action

### About disputes

- Speeding up the dispute process**

If your dispute does not require supporting documents, you can call the credit bureau directly with the credit bureau. For this, you reports ordered directly from the bureau. Disputing still take up to 30 days to investigate). However, you dispute form after filling it.

Any dispute must be submitted to the credit report country, this is an affiliate office, not the credit bureau.

If you have applied for a loan and the lender has a dispute. Ask for it in your letter or over the phone.

- Avoid frivolous disputes**

The fact that CreditXpert Detective found potential updates does not guarantee that there is a problem with your credit report. You are responsible for verifying that these updates correspond to real problems before sending a dispute letter. Do not dispute correct information. Unfounded disputes may hurt your ability to dispute real problems in the future.

- Dispute identifying information first**

If an account listed on your report belongs to someone else, first dispute any incorrect identifying information such as name, address, telephone number, Social Security Number, or date of birth. This may get the incorrect accounts removed from your report, and should prevent further problems in the future. In your dispute, provide proof such as a photocopy of your driver's license or a utility bill. Note that this dispute may cause some of your accounts to be removed from your report if they also are being reported incorrectly. This can lower your score. Such accounts should reappear if your creditors correct your identifying information, so make sure that they do.

- What "verified" means**


If the credit bureau responds that the disputed information is "verified" (by the creditor), the credit report was not corrected. The problem is likely with the creditor, so write a letter to the creditor asking them to correct the information. This letter should contain the same information as a dispute letter sent to the credit bureau, plus copies of supporting documentation that back up your dispute. Also request that the creditor copy you on any information sent to the credit bureau.

- Disputed information may be reinserted later**

Disputed information may initially be corrected, but later reappear on the credit report. This can happen for two reasons. First, the new, corrected information may be overwritten accidentally with old, incorrect information. Second, the creditor may have "verified" the disputed information after the 30-day investigation period had ended. If the creditor does not respond to a dispute, the credit bureau removes the information temporarily but then puts it back if the creditor verifies it. The credit bureau must notify you in writing within 30 days of reinserting the disputed information. In either case, this problem can be resolved by writing a letter to the creditor, explaining that the information was corrected and then reinserted, and asking the creditor to correct the information permanently.

- If you suspect identity theft**

If there is an account on your report that you do not recognize and for which you suspect identity theft, the first step is to contact the creditor (the bureau can provide contact information). You may find that the account is in fact yours, but reported under an unfamiliar creditor name (for example a store card may be reported under the name of the bank that issued the card). Once you have confirmed with the creditor that the account is not yours, or if you are not able to contact the creditor, report the crime to local law enforcement and to the Federal Trade Commission (call 1-877-IDTHEFT or visit www.ftc.gov/idtheft). The creditor will need a fraud affidavit (you can get a form to fill out from them or the FTC web site). Attach a copy of the police report and send it by certified mail with return receipt requested. Then, notify all three credit bureaus by certified mail that you are a victim of identity theft. Finally, document all steps that you take to report and recover from identity theft, because your costs may be tax deductible and because you may have an opportunity to sue.



**CreditXpert Detective™**

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**Results for Equifax** [Rapid Rescoring mode]  
 Credit Report Date: 11/18/1999

[Updates](#) | [Instructions](#) | [Printer-friendly version](#)

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 **Instructions for Equifax**

For your dispute, you would need to gather some documentation and give it to your loan officer. The exact documentation needed is listed under each update. The loan officer will deliver the documentation to the appropriate parties for verification, so that changes can be made to your credit report. When the changes are complete, the loan officer should get a new report with an updated score. Check that the information was updated correctly. During this process, avoid (as much as possible) making changes to your credit other than those recommended to you. Also, speak with your loan officer first before disputing any information on your own, as consumer disputes can prevent rapid rescoring disputes for 30 days.


The best documentation you can get is a letter from the creditor (or collection agency). It must be on company letterhead and from an authorized employee; the description of the correction to be made must be clear and specific. The letter must be dated and include the account number, your full name and address, and the name, phone number, and signature of the employee. The phone number must be a direct line; the credit bureau may use it to verify the information.

**Update 1:** Update the payment status on the GTE credit account (# 808271192195\*\*\*\*).

★ **How to proceed:** Obtain a letter from this creditor (or collection agency) that states that the payment status is "Paid as agreed."

**Update 2:** Update the credit limit on the CITIBANK credit account (# 412800319434\*\*\*\*).

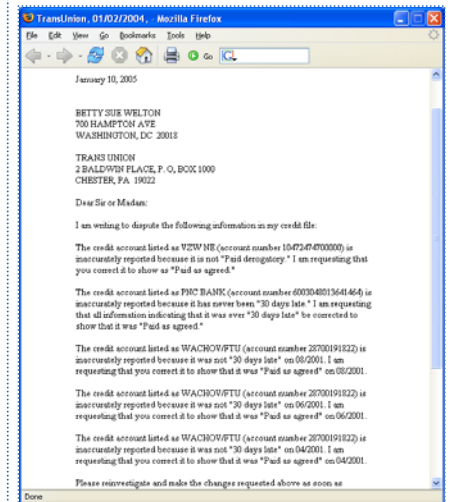
★ **How to proceed:** Obtain a letter from this creditor (or collection agency) that states the correct credit limit value. If this is not possible, obtain a copy of your last statement for this account and highlight the credit limit value.

 **Sample letter**

The sample letter uses language that is consistent with the Fair Credit Reporting Act and industry standards. This language should help avoid confusion and improve your chances of having your credit report information updated correctly. However, this is only a sample. Before sending anything, make sure your identifying information is correct and that the account numbers are complete (you may need to fill in a few digits). To improve your chances of a successful resolution, copy this sample by hand and send a handwritten letter. Also, send only the letter and supporting documentation, not the CreditXpert Detective report.

[View and print sample letter](#)

Planning mode includes auto-generated sample letter; makes it faster, easier, and more accurate





## CreditXpert Essentials™

Credit analysis and optimization designed for loan officers & brokers.

- Determines score improvement potential
- Determines best actions to maximize credit
- Describes the key areas to focus on in the “Top Negatives” list

**CreditXpert Essentials™ Advisor View**

Credit Bureau: Experian on 07/07/2003

**Summary**

Potential score improvement: +13

**Advisor View Steps**

- Determine potential – see how much room there is to improve
- Take action – see [specific ways](#) to achieve potential
- Identify critical factors – understand which accounts are hurting and helping
- Verify information – make sure [reported information](#) is up-to-date and accurate

The current CreditXpert Credit Score™ is higher than 20% of the U.S. population.

**Target Score**  
Your requested score increase of 10 points was achieved. You may want to try again with a higher target to see if you can gain a few more points without spending much more money.

Unlimited use 30 days from date of credit report to try a variety of “target score improvements” or “available cash” runs.

How the applicants credit compares to others in the US.

**Actions**

This tool helps you find the best way to improve your score by the number of points you want. It looks at a large number of actions that you can take, and finds the combination of actions that requires the least cash to raise your score as requested.

**How much cash is needed?**

- Cash available: \$5,000.
- Cash needed for these actions: \$0.

**These actions may raise your score**

- Reducing the number of bankcards that are 50% (or more) used.** You can do this by paying down the balance on such an account, or by transferring some of the balance to another account that is less used.
  - Action: Transferring \$144 of the balance on your BP/CITI account (# 4500653169\*\*\*\*) to your HHLB BANK account (# 01100020410\*\*\*\*).
  - Score impact: +4
- Reducing the number of bankcards that are 50% (or more) used.** You can do this by paying down the balance on such an account, or by transferring some of the balance to another account that is less used.
  - Action: Transferring \$325 of the balance on your CITGO/CITI account (# 302020961\*\*\*\*) to your HHLB BANK account (# 01100020410\*\*\*\*).
  - Score impact: +4
- Reducing the number of bankcards that are 50% (or more) used.** You can do this by paying down the balance on such an account, or by transferring some of the balance to another account that is less used.
  - Action: Transferring \$426 of the balance on your BANK ONE-OHIO account (# 444400012652\*\*\*\*) to your HHLB BANK account (# 01100020410\*\*\*\*).
  - Score impact: +4

Amount of borrower funds assumed available and amount they will need (when applicable).

Personalized objectives

Specific actions and predicted results

## CreditXpert Essentials™ (continued)

**Credit Analysis**

Additional details are provided for some factors to help you better understand how they relate to your credit accounts.

**Negative Factors**

**1. Payment history**

Your total past due balance is \$5,327. Lost or stolen, transferred, or sold accounts may be excluded from this factor.

All the credit records used to calculate this factor are listed here.

Past Due Balance	Lending Institution, Account Number	Comment	Date Last Reported
\$5,327	AMEX 04551560801638****	Payment status is "Charged-off".	01/2000

**2. Credit usage**

On average, you are using 59% of the credit limit on your revolving account(s). This only includes accounts for which the credit limit or highest balance is reported. This is because if the credit limit is not reported, your highest balance is used instead. Lost or stolen, transferred, or sold accounts may be excluded from this factor.

All the credit records used to calculate this factor are listed here.

% Used	Lending Institution, Account Number	Comment	Date Last Reported
100%	HOME DEPOT/MBGA CG35792****	Account fully used. Credit limit is \$2,850. Balance is \$2,850.	06/2003
100%	PROVIDIAN FINANCIAL 190697384****	Credit limit is \$3,060. Balance is \$3,055.	06/2003
99%	WALMART/WARDS-MBGA C777075****	Credit limit is \$1,450. Balance is \$1,437.	05/2003
92%	BANK ONE-OHIO 444400012862****	Credit limit is \$1,000. Balance is \$916.	
90%	CITGO/CITI 302020961****	Credit limit is \$800. Balance is \$717.	
85%	LOWES/MBGA C819231****	Credit limit is \$900. Balance is \$761.	
84%	HFC 021610****	Credit limit not reported (highest balance used). Highest balance is reported as \$5,845. Balance is \$4,936.	
68%	BP/CITI 4500653169****	Credit limit is \$750. Balance is \$512.	
53%	EXXONMOBILE/MBGA CG3N855****	Credit limit is \$200. Balance is \$106.	

Critical factors impacting score, in order of importance

Personalized and highly detailed

Easy-to-understand explanatory content

**2. Credit History**

On average, your accounts were opened 4 years and 3 months ago. This only includes accounts for which the date opened is reported. Lost or stolen, transferred, or sold accounts may be excluded from this factor.

This is making your score lower. Having had credit accounts for a long time is a positive factor because your credit history allows lenders to evaluate how you typically use credit and repay your debts. However, having a short payment history is a negative factor, even for accounts that have been open for a long time. This is because it does not give lenders the information to determine how you have repaid your debts. Accounts that were opened 30 or more years ago and have 2 or more years of reported payment history are considered optimal. Meanwhile, if your oldest account was opened up to 7 years ago, your credit history may be considered short, and less than 3 years ago is often considered too little. It is worth noting that because lenders can be slow to report new accounts to the credit bureaus, you may have accounts not yet recorded on your credit report that may be younger or older than your listed accounts.

Relevant tradeline information, pre-sorted and listed in order of impact

**Positive Factors**

**1. Collection accounts and public records**

You do not have any collection account or negative public record listed in your credit report.

**2. Credit accounts**

You have at least one open bankcard.

All the credit records used to calculate this factor are listed here.

Date Opened	Lending Institution, Account Number	Comment	Date Last Reported
	HHLB BANK 23524461037****		12/1999
	BANK ONE-OHIO 444400012862****		06/2003
	HHLB BANK 01100020410****		06/2003
	CITGO/CITI 302020961****		06/2003
	BP/CITI 4500653169****		06/2003
	PROVIDIAN FINANCIAL 190697384****		06/2003

**CreditXpert Essentials™ Applicant View**

Credit Bureau: TransUnion on 10/10/1999

**CreditXpert Credit Score™ Summary**

Thanks to your high credit score, you are likely to get the better offers from lenders, whether for an auto loan, mortgage, or personal loan. However, this may not be true for credit card offers, because you may receive better interest rates and higher credit limits if you had higher scores. You can improve your credit scores by making sure you always pay your bills on time. Also, the additional information you provide as part of your credit application, such as income and monthly payments, will be important in determining whether you get the best offer, or just a good one.

Your credit scores are based on the information in your credit bureau reports. Higher scores are better, because they increase your chances of getting the loans you want. Keep in mind that when lenders evaluate a credit application, credit scores are not the only factor they use in making their decision. They usually ask for additional information (such as income and monthly payments) to determine your ability to repay the loan.

Your CreditXpert Credit Score™ is:

The current CreditXpert™ credit score is higher than 45% of the U.S. population.

"Applicant View" provides consumer-friendly content: detailed explanations, relative credit quality and summary description of credit



## CreditXpert What-If Simulator™

The most powerful credit score simulator available.

- Predicts impact of changes
- Provides full flexibility
- Simulates multiple actions simultaneously
- Operates in rapid rescore or planning mode

Credit Bureau: Experian on 07/07/2003

The CreditXpert What-If Simulator™ allows you to explore how various actions may impact your credit scores. You can experiment with applying for credit, making payments, opening or closing accounts, transferring balances and more. This can help you determine whether or not you want to try these actions.

The CreditXpert What-If Simulator™ does not change your credit scores or the information in your credit reports; it only simulates a range of actions that you could take on your credit accounts.

**Accounts**

Edit the accounts below, or choose a set of actions with a predefined scenario. Changes do not take effect until actions are submitted by pressing the "Simulate Actions" button. Using the arrows to show or hide an account does not reset edited values. Actions are simulated to take place or begin in the month following the date of the credit report unless a start date is specified, or Rapid Rescoring Mode is selected. ?

★ This box should be checked for Rapid Rescoring Mode:

**Add an account or inquiry**

▶ Add new account

▶ Add new inquiry

**Accounts: Develop Actions** [ expand all accounts ]

Within accounts, an asterisk(\*) indicates initial value

Reset All Submit Actions

[hide] ▼	1	AMEX	acct.#: 04551560801636****	opened: 02/1998	type: Charge card
R/I type: *N/A Open status: *Closed Delete this account: <input type="checkbox"/>					
Credit limit: N/A					
Balance: \$5,327 Select action: update ▼					
Payment status: *Charged-off Select action: update ▼					
Worst status: *Charged-off					
Delinquencies: 30 days late: 0 60 days late: 0 90 days late or more: 1					
Payment History, previous 23 months: [ edit payment history ]					
1. 01/2000 CO 2. 12/1999 ? 3. 11/1999 ? 4. 10/1999 ? 5. 09/1999 ? 6. 08/1999 ? 7. 07/1999 ? 8. 06/1999 ? 9. 05/1999 ? 10. 04/1999 ? 11. 03/1999 ? 12. 02/1999 ? 13. 01/1999 ? 14. 12/1998 ? 15. 11/1998 ? 16. 10/1998 ? 17. 09/1998 ? 18. 08/1998 ? 19. 07/1998 ? 20. 06/1998 ? 21. 05/1998 ? 22. 04/1998 ? 23. 03/1998 ?					
Legend: OK = paid as agreed, not rated, or too new to rate, 30 = 30 days late, 60 = 60 days late, 90 = 90 days late, 120 = 120 days late, 150 = 150 days late, 180 = 180+ days late, PD = paid derogatory, PP = on payment plan, R/F = repossessed or foreclosed, CO = charged-off or in collections, BK = in bankruptcy					
[edit] ▶	2	BANK ONE NA	acct.#: 111001972****	opened: 03/1999	type: Revolving
[edit] ▶	3	REPUBLIC NATL BK OF NY	acct.#: 507400****	opened: 10/1999	type: Mortgage
[edit] ▶	4	CAPITAL ONE BANK	acct.#: 547809244547****	opened: 02/2002	type: Credit card

### Simulate adding accounts & inquiries in planning mode.

**Add an account or inquiry**

▼ Add new account

New account type: mortgage Credit limit / Loan amount: \$ Add inquiry

▶ Add new inquiry

Accounts: Develop Actions

Within accounts, an asterisk(\*) in

Reset All Submit Actions

Rapid rescoring mode constrains available actions to those that can be performed in a rapid rescore

Planning mode accounts for passage of time and allows users to set start dates for actions

**Accounts: Develop Actions** [ expand all accounts ]

Within accounts, an asterisk(\*) indicates initial value


Reset All Submit Actions

[hide] ▼	1	AMEX	acct.#: 04551560801636****	opened: 02/1998	type: Charge card
R/I type: *N/A Open status: *Closed Delete this account: <input type="checkbox"/>					
Credit limit: N/A Use start date: mm/yyyy					
Balance: \$5,327 Use start date: mm/yyyy					
Payment status: *Charged-off Use start date: mm/yyyy					
Worst status: *Charged-off					
Transfer to: \$ from this account Use start date: mm/yyyy					
Enter # of payments to MAKE on this account: # Enter # of payments to MISS on this account: #					
Delinquencies: 30 days late: 0 60 days late: 0 90 days late or more: 1					
Payment History, previous 23 months: [ edit payment history ]					
1. 01/2000 CO 2. 12/1999 ? 3. 11/1999 ? 4. 10/1999 ? 5. 09/1999 ? 6. 08/1999 ? 7. 07/1999 ? 8. 06/1999 ? 9. 05/1999 ? 10. 04/1999 ? 11. 03/1999 ? 12. 02/1999 ? 13. 01/1999 ? 14. 12/1998 ? 15. 11/1998 ? 16. 10/1998 ? 17. 09/1998 ? 18. 08/1998 ? 19. 07/1998 ? 20. 06/1998 ? 21. 05/1998 ? 22. 04/1998 ? 23. 03/1998 ?					
Legend: OK = paid as agreed, not rated, or too new to rate, 30 = 30 days late, 60 = 60 days late, 90 = 90 days late, 120 = 120 days late, 150 = 150 days late, 180 = 180+ days late, PD = paid derogatory, PP = on payment plan, R/F = repossessed or foreclosed, CO = charged-off or in collections, BK = in bankruptcy					
[edit] ▶	2	BANK ONE NA	acct.#: 111001972****	opened: 03/1999	type: Revolving
[edit] ▶	3	REPUBLIC NATL BK OF NY	acct.#: 507400****	opened: 10/1999	type: Mortgage

Simulate changes to historical payment statuses



## CreditXpert What-If Simulator™ (continued)


**CreditXpert What-if Simulator™**

Credit Bureau: Experian on 07/07/2003 [View credit report information](#)

The CreditXpert What-If Simulator™ allows you to explore how various actions may impact your credit scores. You can experiment with applying for credit, making payments, opening or closing accounts, transferring balances and more. This can help you determine whether or not you want to try these actions.

The CreditXpert What-If Simulator™ does not change your credit scores or the information in your credit reports; it only simulates a range of actions that you could take on your credit accounts.

### Results

 Potential score change: +13

The results for the actions you requested are shown below. Important information about each action is provided with these results. Every action modifies the results of a previous action. Removing an action or doing actions in a different order may produce different results.

### Actions

The following actions were simulated by the CreditXpert What-If Simulator™:

<a href="#">+ Add action</a>	#	Action Description
<input checked="" type="checkbox"/> <a href="#">Edit</a> <input checked="" type="checkbox"/> <a href="#">Delete</a>	1	Correcting the worst payment status to "Paid as agreed" on your ASSOCIATED BANK account (# 780501010****).
<input checked="" type="checkbox"/> <a href="#">Edit</a> <input checked="" type="checkbox"/> <a href="#">Delete</a>	2	Changing the balance to \$0 on your BANK ONE-OHIO account (# 444400012862****) this month.

Instant results help users eliminate guesswork and determine a course of action with confidence.