

Our Commitment To You, And Your Clients

Every American deserves the opportunity to achieve the dream of homeownership. At Credco, we create those opportunities for everyone.

That's why we offer educational tools and resources dedicated to providing homeownership opportunities for traditionally underserved consumers. Consumer Assistance and Disputes Resolution services are available to all consumers who access their credit report from Credco or to any loan applicant working with a CoreLogic Credco mortgage professional.

Questions

Contact CoreLogic Credco today!

Phone: 800.255.0792

Email: ConsumerInquiry@corelogic.com

Visit: www.credco.com



Consumer Services

Consumer Assistance and
Disputes Resolution



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credco.com

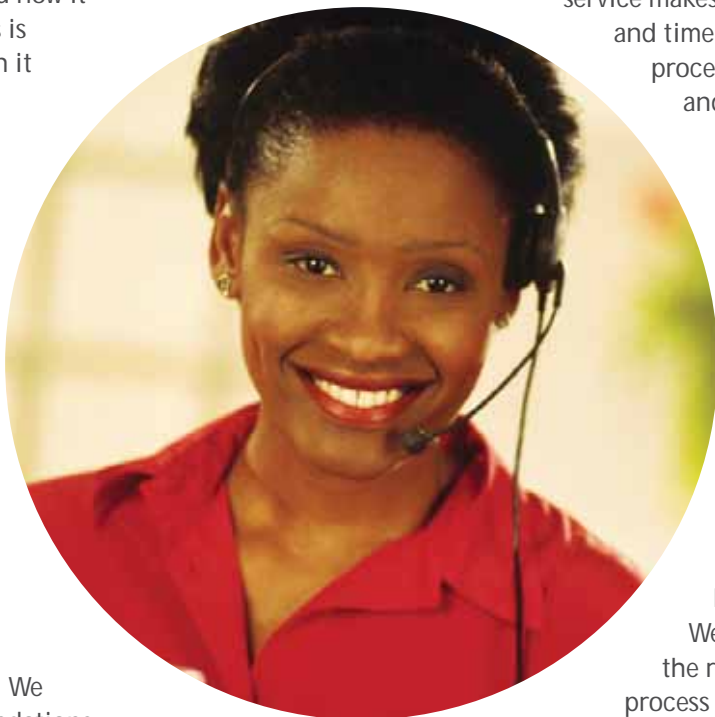
Consumer Assistance

Understanding credit and how it affects consumer choices is critical, particularly when it comes to home buying. That's why CoreLogic Credco has a team of credit professionals dedicated to helping consumers take control of their credit and improve their overall credit health.

Our Consumer Assistance Services is available to all Credco customers to help them better understand what is in their credit reports and how it impacts them. We can even make recommendations to assist them with strategies for establishing and improving their credit history.

Consumer Disputes Resolution

When you order credit information from Credco, your clients get free access to our convenient, toll-free consumer disputes service. With just one call, our FCRA-certified specialists will work hand-in-hand with your clients to resolve any discrepancies



with the national credit bureaus. As a single contact point, our Consumer Disputes Resolution service makes the often complicated and time-consuming credit dispute process easier for your clients, and you.

“One-call” Dispute Resolution

DISPUTE INVESTIGATIONS
We investigate tradelines by working directly with the credit bureaus.

CONSUMER INTERACTION
We actively communicate the results of our investigative process to the consumer.

BUREAU COMMUNICATION

Our Consumer Disputes team works with the bureaus on the consumer's behalf to update incorrect data.

FCRA COMPLIANCE

Credco strictly adheres to the guidelines set by the FCRA regarding timeframes, forms and procedures.

“With proper guidance and education, consumers can feel empowered to move ahead in their dream to achieve homeownership.”

Expert Customer Care

CONSUMER ASSISTANCE AND DISPUTES RESOLUTION

At Credco, our number one goal is to help consumers establish or gain control over their financial health so that they are afforded opportunities to achieve the dream of homeownership. To help make this possible, we offer free Consumer Assistance and Disputes Resolution services to all clients of Credco customers.

- ▶ Provides “one-call” dispute resolution
- ▶ Helps consumers understand their credit scores and interpret their credit report
- ▶ Provides education on the importance of establishing and maintaining good credit, and monitoring credit profiles
- ▶ Teaches how to build a non-traditional credit history
- ▶ Protects against identity theft and common scams
- ▶ Bi-lingual support – fluent Spanish-speaking Customer Care Specialists available

