



Rapid Rescore

Use Birchwood's Rapid Rescore service to quickly and accurately correct and update your borrower's credit score.

Birchwood's premium Rapid Rescore service helps you position yourself as a critical ally and consultant with your customers. Rapid Rescore allows you to expedite updates and corrections to bureau-level information, providing critical updates in only 2-3 business days. Correcting errors in this bureau-level information has the potential to improve your borrowers' FICO® scores, and ensures that you have the borrower's true and accurate score.

The Most Common Requests:

- ✓ Removal of dispute comments
- ✓ Removal of erroneous late payments
- ✓ Adjustment to show credit card balances paid down/off
- ✓ Removal of erroneous collection accounts



A Note to Compliance: Per FCRA compliance regulations, consumers may **NOT** be billed for this service. The charges assessed to the lender are for handling and expediting services.

Help is only a call away.

Call us at (800) 910-0015 and ask to speak to a Rapid Rescore Department team member.

Our expert, FCRA-certified team will be happy to help you.

Highlights:

- ✓ Determine which actions could potentially impact your borrower's score, both positively and negatively, using our helpful and easy-to-use **CreditXpert®** products. Professionals who use this custom suite of tools as an integral part of their loan origination process typically close 30% more loans each month.
- ✓ Get results on your rush request within **24-72 hours**.
- ✓ Permanently correct erroneous information at the bureau level (corrected information will only reappear if it is re-reported by the creditor).
- ✓ Approve more loans by addressing inaccurate, incomplete, or outdated data on credit reports.
- ✓ Deliver a recalculated **FICO®** score to your borrower.



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Frequently Asked Questions

1. What is a Rapid Rescore?

The Rapid Rescore service enables mortgage professionals to help borrowers correct credit bureau information in a timelier manner than otherwise available to the borrower. Using Rapid Rescore, mortgage professionals can submit a request for permanent update correction to the credit bureau, so that this updated information is available when a new report is pulled. Requests can include items such as corrections to erroneous information, removal of consumer disputes, and updates to balance changes. Birchwood and the bureaus will verify the documentation provided (or in the case of no-document requests, basic borrower information) and update the account accordingly. Unlike disputes submitted by the borrowers (which can take up to 2 - 3 months to resolve), requests submitted via the Rapid Rescore service take only about 3 to 5 business days to process once submitted to the bureaus.

2. Is the Rapid Rescore correction permanent?

Generally, yes. When the Rapid Rescore process corrects information at the bureau level, it is up to the creditor to also change their reporting to the bureaus. If the creditor does not change/update their credit reporting (a task that is entirely the creditor's responsibility and which cannot be managed through Birchwood or any other entity), it is possible that they will continue to report the old, incorrect information. Because scores and information on a report can change daily (due to other trades making updates in the interim), we pull new reports as soon as possible once the bureau(s) advise us that the update has been completed.

3. What limitations apply to Rapid Rescore?

We are unable to add an account at the bureau level that is not already reporting. Rapid Rescore cannot be used to remove inquiries. (For additional details, please see the Steps for Removing a Consumer Dispute section below.)

4. How can I update bankruptcies?

When the intent is to update trades to indicate they were included in a bankruptcy, we will need a copy of the Bankruptcy Schedules D & F along with the bankruptcy discharge paper.

5. Is there a cost associated with Rapid Rescore?

You, as our customer, are the one who will be billed directly for the Rapid Rescore service. Please keep in mind that, according to FCRA compliance regulations, we cannot charge the customer directly or indirectly for this service because such a scenario would be considered an instance of charging for "credit repair."

6. How do I determine which actions might help improve a borrower's credit score?

Looking at the score factors is the best way to start figuring out which actions will help improve a borrower's score. These factors are listed in order of importance, the top two items indicating which factors have influenced the score the most. Also, utilizing our CreditXpert Credit Analyzer and CreditXpert What-If Simulator can help you determine more quickly and easily which is the best course of action for borrowers who hope to potentially raise their scores.

7. Will showing a collection judgment or lien satisfied/released improve the borrower's score?

This answer to this question is different for each person because it is dependent on the specific contents of each individual's report. For this reason, we recommend running the CreditXpert What-If Simulator on the bureaus that are reporting the item. This will help you to see what the potential impact of a change might be on the borrower's score.

8. A collection agency is reporting on my credit report, but I have a letter from the original creditor showing it paid. Can I submit a correction request through Rapid Rescore?

Unfortunately, the bureaus will not process a correction request based on this scenario. The letter showing the debt has been paid must be from the creditor that is currently reporting the item to the bureaus, not the original creditor. In the case described above, that would be the collection agency. If the original creditor is also reporting on a separate line, then the borrower must also obtain a letter from them.



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Frequently Asked Questions

9. Can I use Rapid Rescore to remove a dispute remark?

In most cases, the bureaus only require a letter from the borrower (or borrowers if you are inquiring about a joint report and/or account). Said letter needs to be typed, signed, dated, and it needs to reference the account name and number as it appears in the dispute summary report by each bureau. (Please refer to sample letter for bureau-approved wording.)

If the remark on the report is labeled either "reinvestigation in progress" or "open investigation," we will be unable to do a rescore to have the remark removed. Only Equifax reports this type of remark, and they will not allow us to remove this remark. The only way to have this type of remark removed is for the borrower to contact the Office of Consumer Affairs at Equifax and tell them they are not disputing the account and want to withdraw the dispute and have the remark removed. The phone number to call is 800-203-7843. Sometimes, usually when the dispute was opened within the last six months, Experian will respond with a request for a creditor letter. If this happens, we will need to resubmit a new rescore request and additional charges may apply.

10. Is it guaranteed that the borrower's score will improve?

While we have had very consistent success with this program, and we always do our best to deliver the improvement you and your borrower are hoping for, we can never guarantee a score increase. Because any other account updates may be made in the interim and affect the outcome of Rapid Rescore, there is never a guarantee of a positive outcome.



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Documentation Required

Types of Documentation the credit repositories WILL NOT accept are:

- Letters without a telephone number or date (for audit purposes)
- Divorce decrees (Divorces do not void original contracts)
- Universal Data Verification forms
- In-store payment receipts (such as from the store register)
- Documents over 30 days old (other than stamped court documents)
- Bank statements or canceled checks
- Payment histories or confirmations
- Western Union wire transfer receipts, money orders, or cashier's checks
- Hand-written letters from ANY source, buyer, OR creditor (other than borrower letters for removing dispute comments)
- HUD sheets/settlement sheets
- Documentation without matching account numbers or with only partial account numbers
- Documents from original grantors for debts that are currently being reported by a third party
- Cell phone screen shots
- Pictures of documents/screens

Types of documentation the credit repositories WILL accept are:

- Documents from original creditor on letterhead with at least partial account number
- within 30 days or after last reported
- Amex requires a Credit Verification Release (CVR) document
- Computer screen print that shows company logo, balance, last 4 digits of account number, and next due date
- Statement after last reporting from creditor
- Court-stamped documentation
- Borrower letter (dispute only)

Bureaus require that all documents submitted:

- MUST be typed on the creditor's company letterhead
- MUST come from the creditor reporting the account
- MUST state specifically how the information should be changed
- MUST include the date, at least first or last 4 digits of the account number, and the name and phone number of the creditor

NOTE: We will be unable to rescore reports in cases where more than 90 days have passed since the date of the last report pull. This is because CreditXpert products are unable to be ordered on credit reports that are over 30 days old.



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No Document Rescores

Birchwood now offers “no-doc” requests for all three bureaus. This option is useful for situations in which it is difficult to obtain the correct creditor documentation. It’s important to note that this option has some limitations. For instance, in most cases the borrower will have to provide authorization to creditors to speak to the bureaus prior to placing the order.

To request a No-doc Rescore:

- Please call our Rapid Rescore Department at (800) 910-0015 before placing an order. There are several creditors that may not verify via the No-doc process, even when the proper authorization has been provided by the borrower.
- Once you have determined that your request can be processed via the No-doc option, please indicate on the order form if the borrower has placed authorization on the account.
- If you have the creditor’s phone number available, please provide it with your request to help expedite the bureaus’ verification process.
- You may place your rescore online through our secure system at <https://birchwoodcreditservices.com>
- Bureaus will disregard phone numbers provided for creditors, they have approved phone numbers that they do not share.



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Steps for Removing a Consumer Dispute

1. Run a dispute summary on the file, so that any and all accounts that are being reported as in dispute are shown.
2. Determine which bureaus are reporting the dispute.
3. Determine how the bureau is reporting the actual creditor name and account number. (Each bureau can report the actual name and number a little differently.) If the request you are submitting does not have the correct name and account number for each bureau, then the bureau will not work on the account.
4. Click on the blue hyperlink of the credit bureau's XP/TU/EF for each individual tradeline, in order to display how each creditor is reporting their name and account number to each bureau, (see sample). Use this information in your consumer letters for each bureau/account.
5. The consumer must write a letter for each bureau and each creditor, with the correct creditor name and account number reporting. The letter must be dated within 24 to 48 hours of submitting the rescore request. We recommend the date the day after you submit the request.

Rapid Rescore Borrower Letter

[Date]

To Whom it May Concern: BUREAU NAME

I [Borrower's full name], am no longer disputing the following accounts:

[List ALL creditor name and account numbers exactly as they appear on the dispute summary for each respective bureau.]

Please remove any and all dispute comments.

Thank you,

[Borrower's Signature]



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Removing Authorized User Accounts

In order for a rescore to remove an authorized user account, the bureaus require a very specific letter from the creditor stating that the account is being removed from credit reporting (example attached). The document provided is a termination letter, which will remove the account and update its status to a "T" to indicate that the account has been terminated. This update will have no impact on the borrower's score. Only Experian will leave an account on the report with the account shown as terminated. The account can re-report at a later time when the creditor self-reports.

Please see sample deletion and termination letters at the end of this document.



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Merged Files

Experian is the only bureau that offers an unmerge service for a set fee. They require copies of two items from the borrower: 1) the individual's driver's license or other, government-issued photo ID, and 2) a copy of the individual's SSN card, previous year's W-2, or a passport.

When we request an unmerge, it is to remove all social security numbers, names, addresses, tradelines, public records, and inquiries that are not associated with the borrower's name or social security number.

TransUnion and Equifax require a creditor letter from each of the creditors incorrectly reporting the account. The letter must have the borrower's name, account number, and state for each account that is being removed as not belonging to the borrower. These bureaus also require a copy of the borrower's driver's license or state-issued non-driver ID as well as a copy of the individual's SSN card.

Sometimes it is easier and quicker for the borrower to contact the bureaus directly in order to resolve a mixed file. The contact information for the bureaus is:

TransUnion: (800) 916-8800, option 3

Equifax: (800) 203-7843



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Deceased Status Removal

If you encounter a situation where a bureau is reporting that your borrower is deceased, there are a number of ways – depending on which bureau and where you are seeing the incorrect information – to fix the report:

Experian – Deceased Status on a Tradeline/Credit Report

- A notarized letter signed by the borrower stating that they are not deceased along with copies of two items from the borrower: 1) the individual's driver's license or other, government-issued photo ID, and 2) a copy of the individual's SSN card, previous year's W-2, or a passport.
- A letter from the Social Security Administration stating the borrower is not deceased
- A letter from the creditor stating the deceased status has been removed
- A No-doc Rapid Rescore
- A consumer dispute

TransUnion – Deceased Status on a Tradeline Only

- A letter from the Social Security Administration stating the borrower is not deceased or a notarized letter from the borrower stating the same
- A letter from creditor stating the deceased status has been removed
- A copy of the borrower's driver's license or other, government-issued photo ID

TransUnion – Deceased Status on the Credit Report

- A letter from the Social Security Administration stating the borrower is not deceased or notarized letter from the borrower stating the same
- A copy of the borrower's driver's license

Equifax – Deceased status on a Tradeline Only

- A letter from the creditor stating the deceased status has been removed. The letter must also state what the correct ECOA is – joint, individual, authorized user, etc. *Note:* EFX will not update if the letter does not state the ECOA
- Consumer dispute
- No-doc Rapid Rescore

Equifax – Deceased Status on the Credit Report

- Consumer dispute



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Using Rapid Rescore to Identify and Remove Tradeline Disputes

- Once Birchwood receives your order and all supporting documents (unless you submit a no-doc request), we will review all materials and information for acceptability according to the credit bureau's standards and requirements.
- The average turnaround time for the bureaus to complete and update the requested tradeline data is 5 to 7 business days from the date of submission.
- Each bureau will then verify the documentation provided and notify the Rapid Rescore representative once the update has been completed.
- Once Birchwood receives confirmation that the bureaus have been able to update your borrower's credit information, we will re-pull a new credit report (with associated inquiry) and advise you by email to access the updated report and scores. Your new report/file number will be provided at that time.
Please note that there is no guarantee that your borrower's score will go up. Whatever the outcome of the rescore, you will be responsible for the associated rescore fees.
- If the bureau rejects the documents and puts the account into investigation, you will be promptly notified and the investigation status will be monitored by the Birchwood representative. It can take up to 30 business days for this kind of situation to resolve itself, and we will notify you as soon as we receive notification from the bureaus that the investigation is complete.
- Once the Rapid Rescore request has been submitted to the bureaus, we are unable to cancel it with the credit bureau(s) if it was submitted as a rush or if the file has been started by the bureau(s).

Warning

EFX Note: If your borrower calls EFX to dispute anything on their profile before or during the Rapid Rescore process, EFX will place the account into formal dispute, meaning there will be no way to remove the consumer dispute comment until the investigation is complete. This will nullify the Rapid Rescore before it has started or cancel it if it was in progress.



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Steps to Identify Dispute Accounts and Enter a Rapid Rescore Order

Step 1: From the Credit File, click the **Other Reports** drop-down and select **Dispute Summary**.

BIRCHWOOD CREDIT SERVICES
Main > Credit File

APPLICANTS CUSTOMER SERVICES CHARGES SUBMISSION RESULTS

Notes Unprotect Fields Editor 2 Save Cancel

WARNING: File owner's account is locked.
WARNING: File is over 120 days old.

ABC MORTGAGE TE - TESTML
#2157935 - TESTCASE, CONDI - *****0017 - Last Edit: 7/17/2015 8:42:00 AM

Reference Number: 1507000301 Loan Type: Marital Status: Dependents:

Consumer Information (Applicant and/or Spouse)

First Name M. Name Last Name Suffix SSN DOB
CONDI X TESTCASE *****0017 03/14/1981

First Name M. Name Last Name Suffix SSN DOB
CARY X TESTCASE *****0018 12/03/1980

Residential Address Canadian Address
Full Address Length
784 BEACH BLVD, ANTHILL, NH 03801

Previous Address (If less than 2 years.) Canadian Address
Full Address Length

Others
Property Address

Mailing Address
784 BEACH BLVD, ANTHILL, NH 03801

Phone **Email**
condicary99@gmail.com

Contact Birchwood Credit Services: call (800) 910-0015 or fax (800) 785-0017

CREDIT ORDER

REPORT XP TU EF
SCORE
FRAUD

VIEW REPORT

- PREQ (PDF)
- Request RMCR
- Compare With

-- Other Reports --
SCORE DISCLOSURE
CONSUMER COPY
EXPLANATION LETTER
CREDITORS
ADVERSE SUMMARY
DISPUTE SUMMARY
MORTGAGE ONLY
DENIAL LETTER
TRADE COMPARISON
FORM 1003
FORM 4506-T
CREDIT ANALYZER
WHAT-IF SIMULATOR
UNDISCLOSED DEBT NOTIFICATIONS

Step 2: Once in the dispute summary, click on the source link to the left of the Tradeline in question.

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DISPUTE SUMMARY

END TO: ABC MORTGAGE TEST
CUST. # TESTML
1600 SUNFLOWER AVE STE 100, COSTA MESA, CA 92626

REQUESTED BY: JUSTIN GRAY
DATE: 7/17/2015

FILE #: 2157935
REF. #: 1507000301
REPOSITORIES: XPYTLUEF

APPLICANT INFORMATION

APPLICANT:	TESTCASE, CONDI X	*****0017	03/14/1981
CO-APPLICANT:	TESTCASE, CARY X	*****0018	12/03/1980
CURRENT ADDRESS:	784 BEACH BLVD, ANTHILL, NH 03801	LENGTH:	

Request New Tradeline

DISPUTED ACCOUNTS

CC	ACCT TYPE	REV	REPORTED	HI CREDIT	PAYMENT	30	60	90+	BANKRUPTCY
Account11B	B / B	252925**	01/15	\$2800	-	1	1	3	
SOURCE	TERM	OPENED	BALANCE	PART DUE		7/10	8/10	11/10 10/10 9/10	LAST LATE 11/10
ACTIVITY		05/07							SLA 04/10

BANKRUPTCY/DISPUTED RESOLVED/CONSUMER DISAGREES

DISPUTED PUBLIC RECORDS

*** NONE ***

*** END OF REPORT 7/13/2016 10:30:49 AM ***

ECOA KEY: B-BORROWER; C-CO-BORROWER; J-JOINT; U-UNDESIGNATED; A-AUTHORIZED USER; P-PARTICIPANT; S-CO-SIGNER

BIRCHWOOD CREDIT SERVICES, INC., 2817 WHITE MOUNTAIN HWY. P.O. BOX 438, NORTH CONWAY, NH 03840 (P) 800-910-0015 (F) 800-785-0017

Steps to Identify Dispute Accounts and Enter a Rapid Rescore Order

Step 3: Borrower letter needs to be addressed to each bureau as reporting creditor name and account number.

Original Tradelines

File: 2157935

CONDI X TESTCASE							File ID: 1				
Creditor Name	Account11B	Opened	05/07	High Balance	\$3,304	Credit Limit	\$2,830	Terms	---	Status	BANKRUPTCY
Account Number	25252525	Reported	12/10	Balance	\$0	Past Due	\$0	ECOA	B	30 - 60 - 90+	1 - 1 - 3
Account Type	REV	KOB	D	Last Activity	UU/UU	Payment	\$0	Member ID	1323230	Bureau	EXPERIAN
Payment History 954321CCCCC CCCCCCCCCCC C											
Remarks SUBSCRIBER REPORTS DISPUTE RESOLVED-CONSUMER DISAGREES											

CONDI X TESTCASE							File ID: 3				
Creditor Name	Account11B	Opened	05/07	High Balance	\$3,304	Credit Limit	\$2,800	Terms	---	Status	BANKRUPTCY
Account Number	25252525	Reported	01/15	Balance	\$ --	Past Due	\$ --	ECOA	B	30 - 60 - 90+	-----
Account Type	REV	KOB	D	Last Activity	04/10	Payment	\$ --	Member ID	D 06256448	Bureau	TRANSUNION
Payment History											
Remarks BANKRUPTCY/DISPUTED RESOLVED/CONSUMER DISAGREES											

CONDI X TESTCASE							File ID: 5				
Creditor Name	Account11B	Opened	05/07	High Balance	\$3,304	Credit Limit	\$ --	Terms	---	Status	DELINQ 120
Account Number	25252525	Reported	04/12	Balance	\$0	Past Due	\$0	ECOA	B	30 - 60 - 90+	-----1
Account Type	REV	KOB	D	Last Activity	04/10	Payment	\$0	Member ID	645DC09336	Bureau	EQUIFAX
Payment History											
Remarks ACCOUNT CLOSED BY CONSUMER											

Close

Contact Birchwood Credit Services: call (800) 910-0015 or fax (800) 785-0017
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Step 4: Under the **Supplement Request** tab, type "RESCORE TO REMOVE DISPUTE." Attach borrower letters in documents (must be in PDF format). Select Tradelines to include in the Rescore.

SUPPLEMENT REQUEST | **RMCR REQUEST** | **REPOSITORY UPDATE REQUEST**

File # **TESTCASE, CONDI - *****0017**
2157935 TESTCASE, CARY - ***0018**

Request RMCR | Submit Order | Close

Ordered By **User Look Up** | Phone | Email | Applicant's Phone
 SC-JUSTIN GRAY | Justin.gray@kennebunksavings.com

RUSH (There may be an additional fee)
 I have faxed or will fax document(s) for this request

Document Description | Borrower's Authorization
 Borrower Authorization F | Choose File | No file chosen

Document Description | Attach Documentation
 Choose File | No file chosen | [Attach more ...](#)

Request Reason (applies to general request OR all accounts marked below)
 RESCORE TO REMOVE DISPUTE

Assign to: SELECT ONE

Please mark the checkbox(es) next to the account(s) that you want to supplement.

Add a tradeline

<input checked="" type="checkbox"/>	B	B	Account11B	25252525	01/15	05/07	\$2800	-	-	1	1	3	BANKRUPTCY
Late Dates: 11/10-150+, 10/10-120, 9/10-90, 8/10-60, 7/10-30 ***BANKRUPTCY/DISPUTED RESOLVED/CONSUMER DISAGREES													
<input type="checkbox"/> Update balance <input type="checkbox"/> Update payment <input type="checkbox"/> Update rating <input type="checkbox"/> 12 months rating <input type="checkbox"/> Acct. closed <input type="checkbox"/> Not applicant <input type="checkbox"/> Duplicate <input type="checkbox"/> Included in BK													
Comment: NG BORROWER LETTER													
<input type="checkbox"/>	B	I	"RESCORE USING BORROWER LETTER"										
<input type="checkbox"/>	B	B	Account505	10010010	02/11	10/08	\$2153	-	-	-	-	-	EF
Late Dates: 10/08, 07/10, INST 36\$81													
***CHAPTER 7 BANKRUPTCY													
<input type="checkbox"/>	B	B	Account616	616161616161	06/15	02/08	\$1500	-	-	-	-	-	BANKRUPTCY
Late Dates: 07/09, REV													
***INCLUDED IN BANKRUPTCY													
<input type="checkbox"/>	B	B	Account88888	1919191919192362	02/14	01/10	\$1632	-	-	-	-	2	1
Late Dates: 10/10-90, 9/10-60, 8/10-60													
***CHAPTER 7 BANKRUPTCY													

Steps to Identify Dispute Accounts and Enter a Rapid Rescore Order

Step 5: Click **Submit Order** in the top right and confirm request submitted successfully.

SUPPLEMENT REQUEST	RMCR REQUEST	REPOSITORY UPDATE REQUEST
File # 2157935	TESTCASE, CONDI - *****0017 TESTCASE, CARY - *****0018	
		<input type="button" value="Request RMCR"/> <input type="button" value="Submit Order"/> <input type="button" value="Close"/>
1. Supplement Request submitted successfully.		



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Investigation on a Rapid Rescore

Please note that if the bureaus are unable to verify any account, the account may be placed into investigations. An investigation may last 30 days, and the rescore will be completed in our system. The bureau(s) will mail the results to the borrower and once the borrower receives them, they should provide them to you so you can review results then you can decide if they would still like a new file.

Note: Birchwood cannot check on active investigations. The bureaus no longer allow us to contact them for updates.



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Sample Letters



Capital One®
PO Box 85688
Richmond, VA

December 3, 2015

Re: Account ending in
Capital One Case:

Dear

I'm reaching out to you about your request for a letter stating you were no longer on the account ending in as an authorized user.

As you requested, we removed your name as an authorized user from account as of August 22, 2014. As the former authorized user, you do not have any financial responsibility for the account.

We also asked the Consumer Reporting Agencies (CRAs) like Equifax and Experian, to delete this account from your credit profile. We were able to verify that this account is no longer reporting on your credit file.

If you have any questions or concerns, please give me a call at 800-955-1455 Monday through Friday from 8 a.m. to 5 p.m. ET/PT. When you call, be sure to have this six digit phone PIN available: 973864 I'll be happy to help.

Sincerely,

Ashley Armstrong on behalf of Capital One

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Sample Letters

Citi Cards
P.O. Box 6500
Sioux Falls, SD 57117-6500



Date: March 9, 2016

Card Number ending in:

Dear

Thank you for contacting our Customer Service Center.

As you requested, we have removed [redacted] as an authorized user from your account. For your own protection, please destroy any cards in the name of the authorized user. If you feel that your account information may be at risk, please contact us at 1-800-950-5114 (TTY/TDD: 1-800-325-2865). To prevent unauthorized use, this account would be closed and a new account established.

There may be charges made by the authorized user that have not been billed to your account. As the primary cardmember, you will remain responsible for these charges.

If you have any additional questions or concerns, please do not hesitate to call us at the number listed above.

Sincerely,

Your Customer Service Team

NOTICE: The federal Equal Credit Opportunity Act prohibits creditors from discriminating against credit applicants on the basis of race, color, religion, national origin, sex, marital status, age (provided the applicant has the capacity to enter into a binding contract); because all or part of the applicant's income derives from any public assistance program; or because the applicant has in good faith exercised any right under the Consumer Credit Protection Act. The federal agency that administers compliance with this law concerning this creditor is the Office of the Comptroller of the Currency, Customer Assistance Unit, 1301 McKinney Street, Suite 3450, Houston, TX 77010.

The creditor is Citibank N.A., 701 E. 60th St. N., Sioux Falls, SD 57104. Please direct any questions to the return address on this letter.



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Sample Letters



P.O. Box 30285
Salt Lake City, UT 84130-0285

May 16, 2016



29049
A305

Re: Your account ending in

Dear

Thanks for contacting us about the removal of an authorized user from your Capital One account.

We are confirming that is not currently an authorized user on your account. Please be sure to destroy any credit cards with this person's name on them.

Remember that an authorized user:

- Is an individual listed on the credit card account.
- Is issued a card in his or her name and has charging privileges.
- Is reported to the credit reporting agencies as an authorized user (unless it's a Small Business account).
- Can request certain, specific account information, or services such as:
 - transaction information
 - make a Pay-By-Phone payment
 - initiate a dispute
 - report a card lost or stolen
- Can be any age.
- Can remove him or her self from the account.

But an authorized user does not:

- Have financial responsibility for the account.
- Have to be a U.S. citizen or resident.

Additionally, an authorized user cannot:

- Write or sign checks issued off the account.
- Add or delete other users.
- Request a balance transfer.
- Request items to be issued (for example: credit cards, PINs or statements) except their own replacement card.

If you have questions, please give us a call at 1-800-955-7070 (Small Business Card Customers call 1-800-867-0904). Our Customer Service Representatives are available 24 hours a day, 7 days a week.

Sincerely,

Capital One

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800.910.0015



sales@birchwoodcreditservices.com



www.birchwoodcreditservices.com



Birchwood
CREDIT SERVICES, INC.

Sample Letters

05/17/23 10:56115 Parthasarthy Balasub ->

Parthasarthy Balasub Page 001



To:
Company:
Fax: 4

From: Parthasarthy Balasubramanyan Iyer
Fax:

Subject: [REDACTED]

American Express Encrypted Email Tool: This message was sent securely. American Express Internal Users, to send your secure reply, choose the "Send Secure" option in Outlook, or type "Secure:" at the beginning of the subject line in Outlook or Outlook Web Access. Send your questions about this tool to: secure.email@aexp.com

American Express made the following annotations

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CREDIT SERVICES, INC.

Sample Letters

05/17/23 10:56:48 Parthasarthy Balasub ->

Parthasarthy Balasub Page 002

the page.

American Express a ajouté le commentaire suivant

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Birchwood
CREDIT SERVICES, INC.

Sample Letters

American Express
Credit Bureau Unit
P.O. Box 981537
El Paso, TX 79998

CREDIT VERIFICATION RELEASE FORM

Date:

To: N/A
Attention: BIRCHWOOD
Fax Number 8007850017
Card Member Name:
Account Identifier:
Account Number: XXXX-XXXXXX-

This communication is in response to your recent inquiry regarding the credit reporting of the American Express card account referenced above.

DATE OPEN:
BALANCE: \$0
STATUS: SATISFACTORY ACCOUNT
ECO A: PRIMARY BORROWER
DATE OF ACCOUNT INFORMATION: 05/11/2023
DATE OF FIRST DELINQUENCY: N/A
CREDIT LIMU:
HIGH CREDIT:

Please Note: The above Account Identifier Number and the Account Number represent the same account. The Account Identifier Number must be included in all correspondence regarding credit bureau reporting, as it is used for furnishing information to the credit reporting agencies.

If we can be of further assistance, please have the customer contact us at 1-800-874-2717. Our hours of operation are Monday through Friday from 9:00 am to 5:30 pm Eastern Time.

Sincerely,

American Express Credit Bureau Unit

Trans Union Consumer Relations
2 Baldwin Place
P.O. Box 1000
Chester, PA 19022
1-800-888-4213/ 1-800-916-8800
www.tcansunion.com/direct

Equifax Credit Information Services
PO Box 740241
Atlanta, GA 30374
1-800-685-1 HI
www.equirax.com

Experian
701 Experian Parkway
P.O. Box 2002
Allen, TX 75013
1-888-397-3742
www.experian.com/ra

DAB
3501 Corporate Parkway
P.O. Box 520
Center Valley, PA 18034-0520
1-866-785-0429
www.dnb.com

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Page 1 of 2