



- Advise the customer they need to fax their request to: **770-740-5729**;
- Backup option if fax is not convenient, email to dbm@equifax.com.

Note: Only individual requests will be processed, no multi-lists will be accepted - if the customer has more than one request they must each be on a separate letter. Also, no requests for masking because of scores will be accepted. NO UDFS OR MAINTENANCE REQUESTS WILL BE ACCEPTED OR PROCESSED

- The request needs to be on their company letterhead and should be signed by a member of the company's upper management.
- The letter should include the following information:
 - The customer's customer/member number that was used for the inquiry and the date (or dates) of the inquiry (or inquiries) in question
 - Consumer's name, Address and Social Security Number
 - Detailed explanation regarding the reason why the consumer's credit file was pulled
 - Reason why the customer feels the inquiry should be removed/masked from the consumer's credit file
 - Inform the customer it can take up to 30 days to be completed.

ADVISE THE CUSTOMER

- The customer's request will be reviewed for compliance with Equifax Credit Services policy, the FCRA and any other applicable laws, regulations or procedures.
- They will not receive a callback from Database Maintenance to confirm they have received their correspondence due to the volume of requests.
- The customer can contact Customer Service (800-685-5000) to confirm if an Inquiry has been masked. We will be able to give a Y/N answer, provided the customer has their Equifax Customer number. Once masked, a business will not be able to view the inquiry; however a consumer will be able to view if we provide them with a copy of their credit file. Masked inquiries appear in the following format -

Example: INQ 111BB00011 12/12/98 inquiry will remain for 1 year from the time masked