



The ONE SOURCE for all your credit reporting needs

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BUSINESS CREDIT REPORTS

MISREPRESENTATIONS

It has come to our attention that some of our competitors are, at the least, unknowingly, misrepresenting their services and fees.

As an example, state wide, several of our members were quoted one very low fee for their three bureau, joint mortgage credit reports. They even put that price on the final copy of the credit reports. The shocker came when they received their month end bill and found the fees actually ranged from \$16.28 to over \$32.00. The month end bill included FACTA/Regulation fees, ID verification fees, re-pull fees and other fees, not reported on the credit report price.

We had another case where their individual credit reports were \$1.75. However, they were charged \$1.00 for credit scores, 25¢ for the applicants phone number, 25¢ for an OFAC search, 15¢ for a charge we didn't understand, 55¢ for list of creditors, and a \$45.00 monthly fee. The real surprise was the charge for "foreign" reports of \$3.75. It seems they were charge an extra \$2.00 if the consumer lived out of the creditor's town.

We tell you what your costs are. We will not hide added costs at the end of the month end bill. And in most cases our fees are usually lower then our competitors.

We have a complete line of credit reports, including:
Consumer (1, 2 or 3 bureau), Employment, Account Review, Mortgage, Business and Refresh Credit Reports and CreditXpert. And with LoansPQ, LendingQB and Xpress Accounts, you have a complete consumer loan, mortgage loan and new accounts platform.

We also provide:
Flood Life of Loan, 4506-T Income Tax Verifications, R/E Tax Payment Verifications and a variety of Social Security Searches and several ID Verifications. We offer several types of criminal back ground searches and finger printing services for the Illinois State Police and the FBI.

If you get a call from one of these salesmen (women), just ask them a few questions:

- Do they offer all of the above services?
- Do they allow you to input the **correct purpose codes** when you request credit reports?
- Do they have employees who are **Certified FICO Professionals**?
- Will they come to your office for **training**?
- Do they **dispute incorrect credit reports** for your customers?
- Can your **customers call them about reports** you have pulled from them?
- Are they **based in Illinois**?
- Do they have **real people answering their phones**, not a phone menu system?
- Have they have been in business since 1928?

Experian Business Profile

Business Profile is different from other credit reports in that our information is based on objective third parties reporting actual payment history. Our trade data is collected from credit grantors like you to ensure quality and consistency. One of our most popular reports, Business Profile gives you detailed information drawn from a variety of sources.

With Business Profile a business' risk potential is expressed using Days Beyond Terms (DBT). The DBT provides a single value for determining payment status, expressed as the average number of days past the "invoice due" date. This information is then augmented with other information to give you a detailed understanding of a firm's creditworthiness. In addition to trade payment trends, Business Profile contains public record information including bankruptcies, tax liens and Uniform Commercial Code filings. Business Profile also provides company background information to help identify potential fraud by validating a company's identity. There is a wealth of information provided in this report.

90% of companies are classified as small business enterprises in the United States today. As you know, finding information on small businesses is often difficult. Experian is the recognized leader in capturing data on small businesses. If you need information on larger, publicly held corporations — we have that information too. The Standard and Poor's section, and you will find key financial information such as operating statements and balance sheets.

Business Owner's Profile

The first of its kind in the commercial credit industry, the Business Owner Profile combines Experian's expertise in consumer and business credit reporting to give you the most accurate, current and comprehensive business and proprietor credit information available.

It is fairly common for proprietors to leverage their personal net worth to meet business obligations.

If a proprietor takes out a loan against the equity in his home, that loan will not appear on a standard business credit report, but it will appear on the Business Owner Profile. By using the Business Owner Profile, you can avoid the high risk associated with small businesses, while identifying good credit risks and uncovering new account opportunities.

As the distinction between a proprietor's business and personal finances continues to blur, it becomes more important for you to understand the risk associated with a proprietor's complete financial portfolio.

By using the Business Owner Profile together with Experian's Business Profile, you can better determine the overall creditworthiness of your customers. Accessing both reports may lead you to alter your decision or adjust terms before granting credit.

With the help of the Business Owner Profile, you can turn small business into big profits.

- The Business Owner Profile helps you expand your small business customer base, identified by many economists as the market for growth
- For most companies, 80 percent of their customers can be classified as small businesses

Business Owner Link

Business Owner Link from Experian automatically connects the credit histories of business owners to the credit histories of their businesses, making it easier for you to access Business Owner Profile on small business accounts

- When you access a Business Profile, Experian will list the name of the owner(s) underneath the business's name on the inquiry screen; you then have the option to select a Business Owner Profile on one or more of the owners.

Business Summary

For quick evaluation of low balance accounts
One of the biggest challenges in risk management is effectively matching the appropriate level of credit assessment resources to the amount of transaction risk.

"Low risk" and "no risk" are not synonymous. Most companies manage customer transactions of all different sizes. Smaller balance transactions often receive inadequate scrutiny because traditional credit report services prove cost-prohibitive. But these transactions still represent risk to your bottom line and can add up fast.

The right level of detail to match the right level of risk.

Experian has developed a low cost summary credit report, called Business Summary, to help you make quick, effective assessments of your low balance transactions. This one page report is the cost-effective tool you need to make sound decisions on questionable, smaller accounts.

WILL THE CFPB FIND YOUR FCRA TRAINING ADEQUATE?

In a [recent report](#), the CFPB found that "not all relevant employees at supervised institutions had sufficient training to comply with fair credit reporting requirements, which sometimes resulted in inaccurate information about consumers' accounts being reported to credit bureaus."



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Given its vast rule making and enforcement powers (the scope of which we're beginning to comprehend), **cursory FCRA compliance training—or no training at all—just doesn't cut it in the CFPB's eyes.**

So, where can you find wide-ranging, role-specific Fair Credit Reporting Act (FCRA) training for your employees to meet their compliance-training needs? Look no further! Contact us today.

TIPS ON PULLING CREDIT REPORTS

Each credit bureau, files and sorts their data differently.

Experian files the data in this order:

1. Last Name
2. First Name
3. SSN
4. Address
5. Generation (Jr, Sr, I, II III, etc.)
6. DOB

The credit bureaus have a set minimum of information required to search for a credit report. However, quite often, that is not enough information to get a complete and correct credit report!

The biggest misconception is that credit reports are filed by Soc. Sec. number. That is not true! Consumers can have multiple trade lines with only a name and address. Without a DOB or Soc. Sec. to tie them together, I call these "dangling" trade lines. Only when you enter the DOB, SS and previous addresses, will the credit bureaus know these trade lines belong to the same people and they will then combine them.

Unless the person has lived at the same address for more than five years, we recommend ALWAYS using at least one previous address.

- *Most collections and 99% of all public records are reported with only a name and address.*
- *Towns with new zip codes and new 911 addresses are often not reported correctly on credit files.*

Another misconception is: *You can't pull a joint credit report on two people who are not married!* You can now pull joint reports on unmarried individuals! That rule has been changed for about two years. Our MCL Merged and our *ServicePlus* credit reports allow you to enter "Unmarried" in the "MARITAL STATUS"

If you are using Experian's Access Control web page, you can enter a current and two previous address for the borrower and a two addresses for the spouse. This can be very useful if the couple are newly weds and/or each have different current and previous addresses.

Experian also allows you to enter a Drivers License number and two phone numbers.

ARCHIVED REPORTS: If you are pulling from "Experian e-Solutions" web page, you will be able to see the names of the reports you have pulled for one year, but you will only see the reports you have pulled for the last three months. Just click on the tab ARCHIVES and enter the dates you wish to review. If this is not available, call us and we can turn it on.

Archived reports are also available for several years when pulled from KCB Express Credit Reports, Mortgage reports and *ServicePlus* reports.

Expanded Trade Line information. Mortgage reports and *ServicePlus* have a special feature that allow you to look at each trade line in more detail. On the right side of the trade line, under "SOURCE," you will see the names of the bureaus reporting the trade line, i.e.; (**XP/TU/EF**). The highlighted bureau indicates where most of the information was obtained. If you click on the credit bureau initials, you will get a new screen showing the un-merged data for each person and for each bureau.

This is very helpful if the applicant says the trade line is incorrect. By looking at the un-merged information, you can see how each bureau is reporting and if they have different information.

Inactive and deleted users and subscriber numbers. If you don't pull at least one credit report each year, Experian, TU and Equifax will drop your subscriber number. If that happens, you must start over and sign new paper work.

If you don't log in each 90 days, your user name will be locked out. If you don't use it for 180 days your user name will be deleted. We recommend logging in each month. That keeps your name active. You do not need to pull a report, just log in.



April 20 to April 27, 2013

Money Smart Week was started by the Federal Reserve Bank of Chicago 11 years ago. It is now in Ind. Wis., Iowa, the Quad Cities, Rockford, Peoria Tri-County Area, Champaign, Bloomington/Normal, Decatur and Springfield. Two other Federal Reserve

offices have also picked up the program. Classes on financial matters are sponsored by over 300 partners, including The Illinois Treasurer's office, Illinois St. Univ., National City (PNC), KCB Information Services, Heritage Bank, CEFCU, Krogers, Heartland Bank, Friendship House, Common Place, and the Creittenton Centers.

All classes are free and they range from buying groceries, to family budgeting, to buying a home, to understanding credit scores, to planing a funeral and many other subjects are covered. www.moneysmartweek.org

*We will hope to have two classes in Springfield, Decatur, Bloomington and Peoria. The two classes we sponsor are, **Credit Scores: The Silent Killer, and, ID Theft: Prevention and Recovery.***

If you would like to host or conduct a class, please contact me so we can schedule it. We are always looking for new topics.

CREDIT CLASS FOR YOUR CUSTOMERS

Could you make more loans if your customers could improve their credit reports?

We will come to your business and conduct a class on credit reports and credit scores for your customers.

Call now and schedule a class.

These classes are free for our members.

SPEAKERS

We have presentations for service clubs, churches, employers, high schools and colleges.

The presentations range from 15 minutes to one hour. the topics we can cover are: ID Theft, Credit Scoring and Credit Reports.

Both Larry Nelson and Tracy Powell are Certified FICO Pros.

KCB INFO SERVICES HOURS

Monday - Friday 9:00am to 4:30pm
Close from 12:30pm to 1:30pm

KCB Information Services offers: Consumer Credit Reports, *ServicePlus* Credit Reports Business Credit Reports, Collections Reports, Employment Credit reports, Residential Mortgage Credit Reports, Merged Credit Reports, Fannie Mae & Freddie Mac access, Criminal background checks, LiveScan Finger Printing, Tenant Screening Reports, Flood Zone Determination, Flood Life of Loan Certification, AVMS, 4506-T, Income Tax Verifications, Real Estate Tax Payment Verifications and Identity Authentication. KCB Information Services has served businesses since 1928 and serves Central Illinois for Experian and Equifax.