

# CRM FAQ's

## **What is a credit report?**

If you're over 18 and have ever taken out credit, a credit reference agency likely holds a credit report for you. Your credit report is a personal history of the credit you've had in the last 6 years, including mortgages, credit cards and even mobile phone contracts.

## **How do I get my credit report?**

That's simple. You can get your credit report now by signing up [here](#) and going to the Credit Report page.

## **How many times can I look at my credit report?**

You can look at your credit report as many times as you like, that's why we give you instant access online. You can check it regularly, just as you'd check your bank statement or your bills.

## **What is a credit score?**

A credit score is a number that reflects the likelihood of someone making repayments. Credit scores help the lender assess each application fairly using the same criteria. A high score means they are more likely to offer you credit. Each credit reference agency provides their own version of a credit score so the credit score used to assess your application will depend on which credit reference agency the lender is using.

## **What Can Your Credit Score Do?**

It is very useful to know your credit score when you: want to lower your interest rate; need to increase the credit limit on credit cards; purchase a car or home; or apply for loans, employment, or housing. Knowing your credit score will give you peace of mind so that when these things come up, you won't be in the dark.

## **What affects my credit score?**

Credit reference agencies compute your credit score based on information contained in your credit report, which is primarily broken down into the following five areas:

- **Payment History** - All late payments, bankruptcies and other negative items will hurt your credit score. However, having a solid record of on-time payments will help your score.
- **Amount Owed** - How much money you owe to your creditors, the number of accounts with outstanding balances and how much of your available credit has been used. The ratio of how much you owe with respect to your credit limits will play a part in determining your score. The more you owe compared to your available credit limits, the lower your credit score will be.
- **Duration of Credit History** - The length of your credit history impacts your credit score's computation. This is why it is important to start building good credit as soon as you can.

- Recent Credit - If you've recently applied for or opened new credit accounts, such activity will be reflected in your credit score.
- Additional Factors - Also taken into account are several other minor factors. In general, this will be a factor for people who have longer credit histories.

### **Why does a credit score matter?**

Keeping up with your credit score is a crucial step to maintaining an excellent credit rating. Your credit score is a number that helps lenders and other important entities predict how likely you are to make your payments on time, and affects whether you can obtain credit.

Lenders look at your credit score at different times to determine changes in your interest rate, credit limit, or to decide on sending you an offer. Having an excellent or good credit rating can save you money as lower interest rates may be available to you. This is why it is an important part of your financial health.

Your credit score is very important. Don't wait until you are in a bind and need a higher credit score. Having a good credit score helps to ensure stability and security for you, and your family.

### **What kind of information is in my credit report?**

Your report contains information that helps lenders confirm your identity (to fight fraud) and to assess whether you're a reliable borrower (to make sure you can afford to take out more credit). The information pertains to the following areas and not to any other personal information such as criminal records, political persuasion etc.

- Account information - Your report shows what credit accounts you've had and whether you've made repayments on time and in full. Items such as missed or late payments stay on your credit report for at least three years, while Court Judgments for non-payment of debts, Bankruptcies and Individual Voluntary Arrangements stick around for at least twice that long.
- Address details - Your credit report shows the current address at which you are registered to vote. It also contains details of other addresses you've been linked to in the last six years (such as those you've given to lenders on application forms).
- Financial connections - Another section lists the people with whom you have a financial connection, such as a joint mortgage. They are known as your financial associates. Their credit history doesn't appear in your credit report. But when you apply for credit, lenders are able to look at their credit history - because their circumstances could affect your ability to repay what you owe.

### **Is there any such thing as a blacklist?**

Credit reference agencies don't hold blacklists relating to people or properties. They provide lenders with factual information

about individuals at the addresses they have lived at.

### **Why have I been turned down for credit?**

Being refused credit can be disappointing and confusing. However, you have the right to ask the lender about the reasoning behind their decision. Different lenders use different credit scoring systems and policy rules, so if one lender turns you down, it doesn't mean all others will. You should know that every time you apply for credit, it's marked on your credit report. Some lenders see a large number of applications as a reason to reject you for credit. Searches you request on your own file are not classed as credit searches and are not seen by lenders (like when you check your credit report with Credit Reports Matter)

### **How do lenders make their decisions?**

Lenders use a combination of the following to help them make their decision of whether to extend credit to you:

- Information supplied by you when you apply
- Data supplied by a credit reference agency, which helps lenders check if you're on the electoral roll at your current address, if you've paid your credit agreements on time and if you have insolvencies or County Court Judgments.
- Information about any existing accounts you already have with the lender
- Lenders' own policies and rules

You can obtain the information held by Callcredit Consumer Limited (this is what lenders access when running a search on you) but only the lender can give you a reason for declining you.

### **Can I improve my chances of getting credit?**

Lenders are looking for proof that you're able to repay existing credit as agreed and on time. So it's important you pay your bills and credit agreements for the amount due and on time.

Always provide accurate, truthful and complete information on your application forms for all types of credit. If you omit anything or fail to disclose all relevant information, it could affect your ability to get credit in the future.

### **What if there's incorrect information on my credit report?**

If you think a section of your credit file contains inaccurate information, you should contact the lender first. If they agree that the information is inaccurate, they can make the necessary amendment or ask Callcredit Consumer Limited to update your file.

Balances are updated every 4-6 weeks. So if the balance shown doesn't reflect the actual balance, there's no need to contact the lender unless you believe the balance is more than 4-6 weeks out of date.

If you would rather write to Callcredit Consumer Limited about inaccuracies, they will pass this on to the relevant lender on your

behalf and respond to you within 28 days. Please write within 6 months of accessing your credit report, quoting your credit file reference number and an explanation of why you believe the information is incorrect. Enclose any supporting evidence (such as letters or statements from the lender involved). Send your letter to Customer Care, Callcredit Check, PO Box 734, LEEDS, LS1 9GX.

### **How do I leave a Notice of Correction?**

If your credit score has been impacted by something that you feel was unavoidable, you have the right to explain this with a Notice of Correction. This is your chance to get your point across to lenders when they're considering you for credit worthiness. A Notice of Correction can slow down any future credit applications you make, as lenders must read it before making their decision. However, lenders will only see your note if they use Callcredit as their credit reference agency so you must contact the other Credit Reference Agencies if you want to leave a Notice of Correction on your credit file with them.

After you've signed up for your credit report, write to Callcredit Consumer Limited with the wording you would like to add to your file. You must include your full name and address and your login email address. Please remember that the Notice of Correction can't be more than 200 words long, defamatory, libelous, incorrect or frivolous. This note will remain on your Callcredit credit file until you ask them to remove it.

### **How do I get CCJs removed?**

These are removed automatically six years after the original judgment date. You should contact the County Court concerned if you think the judgment was made in error and you would like it 'set aside'. The courts will also allow a judgment to be removed if:

- It was paid within one month and a Certificate of Satisfaction or Cancellation has been issued
- An insurance company (related to the debt) is not paying a claim on time

### **How do I get a CCJ marked as Satisfied?**

If the judgment is paid more than one month after the original judgment, it can be marked as Satisfied on your file; you just need to send Callcredit Consumer Limited the relevant Certificate of Satisfaction. The judgment will still remain on your file for six years from the judgment date but lenders will be able to see that the amount has been paid.

### **How do I get an Insolvency removed?**

Insolvencies are automatically removed from your file six years from the original judgment. To remove a Bankruptcy or IVA from your file before then, you'll need to supply the relevant Certificate of Annulment from the issuing court (Bankruptcy) or confirmation from the supervisor of your IVA.

### **How do I get an Insolvency marked as Discharged or Completed?**

To mark a Bankruptcy as Discharged Callcredit Consumer Limited will need to see the relevant Certificate of Discharge. For an IVA to be marked as Completed, they'll need written confirmation from your supervisor.

### **Why are other people's details on my credit report?**

A record is kept of any person who is financially connected with you, such as someone you have shared a joint bank account or a joint mortgage with.

### **How do I take other people's information off my credit report?**

If you want to separate yourself from an ex-partner or anyone else you have had a financial relationship with, you will need to make sure any joint accounts are closed or transferred to a single name. You can then complete a Disassociation Request form.

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### **How do you protect my private information?**

Please review our [Privacy Policy](#) which outlines how personal data is processed and stored in compliance with the Data Protection Act 1998 (the DPA). Please note that Callcredit Consumer Limited and any other third party will have their own Privacy Policy.

### **How can I protect myself from identity theft?**

If you check your credit report regularly, you'll soon notice if something looks unusual. This could be a sign your identity has been stolen and is being used to apply for credit. You can add a Notice of Correction containing a password for your credit file and instructions to lenders to decline any application not quoting this password.

For an administration fee of currently £20.00+VAT per year, CIFAS - the UK's fraud prevention service - can place a 'Protective Registration' warning on your credit file. This will tell lenders that you think your personal information is at risk of being used fraudulently. When they receive an application with your details, they'll make more checks to make sure the person applying is you and not a fraudster. It may mean that any applications you make are delayed while there's further verification of your I.D. But it's better to be safe than sorry!

### **What happens if I'm a victim of identity theft?**

If you believe you've fallen victim to identity theft, you should contact your lenders immediately. They can then stop further spending and start a fraud investigation. When they confirm that fraud has occurred, they'll ask Callcredit Consumer Limited to remove the details relating to this from your file. That's so the activities of the fraudster will not affect the likelihood of you getting credit in the future.

### **How do I pay for membership to Credit Reports Matter?**

When you sign up to be a member, you provide us with a continuous payment authority so that we can collect repayments automatically from your bank account using the payment card you nominate for this purpose. Where you have been offered a promotional period (such as a free trial period), the monthly membership fee will be collected after the end of the promotional period or at the price and interval notified to you when you registered for the services. Membership fees are payable in advance and will be automatically collected at the end of the trial period or on renewal.

### **How will I recognise a payment from Credit Reports Matter?**

Each monthly payment will appear on your statement as the description "CREDIT REPORTS MATTER" along with our telephone number.

### **What happens if collection of my membership fee using continuous payment authority fails?**

If our attempt to collect the membership fee, when it becomes due, is unsuccessful we shall use continuous payment authority to make up to 15 further attempts over a period of 30 days to collect the full membership fee for that month.

The attempts set out above will continue until payment in full has been received, or the limit of 15 further attempts has been reached.

Whilst payment remains outstanding your access to the Service may be suspended pending receipt of the membership fee.

### **Can I cancel the continuous payment authority?**

You have a right to cancel the continuous payment authority at any time. To cancel the continuous payment authority in the most expeditious manner, you may contact us using the contact details provided below. Alternately, you may contact your bank directly. Cancellation will be effective from the date that notification is received. Please be aware that if you do cancel you will still owe any outstanding membership fees as agreed and your access to the Service will be terminated.

Contact details for cancellation:

Telephone: 0808-189-0346

Post: Credit Reports Matter, IMT Technologies Limited, Building 1, Chalfont Park, Gerrards Cross, Buckinghamshire, England, SL9 0BG.

### **How can I change my account information?**

To change your name, date of birth, address or email information, please login to your Credit Reports Matter account portal and send a secure message with your account changes. You should also quote both your old and new details so that we can update your records. We will then contact you if we require any further information.

### **How can I change my payment information?**

To change your payment information please contact Credit Reports Matter's Member Support agents by using our [Contact Us](#) form or by calling our support telephone at 0808-189-0346.

## **How can I cancel my subscription to Credit Reports Matter?**

To cancel your membership please contact Credit Reports Matter's Member Support agents by calling our support telephone number at 0808-189-0346, by emailing us on [contact@creditreportsmatter.co.uk](mailto:contact@creditreportsmatter.co.uk) or by writing to us at our address: Credit Reports Matter, IMT Technologies Limited, Building 1, Chalfont Park, Gerrards Cross, Buckinghamshire, England, SL9 0BG

## **What does Your Social Insights do?**

Your Social Insights has developed a proprietary system for aggregating and analysing social media data that reflects the emerging practices used by many businesses to evaluate the merits of prospective customers and employees. This information is put into an easy to read social media profile and score that enables you to see yourself through the eyes of prospective employers, friends and service providers. Additionally, it provides you with insights into the components that make up your social media profile and relative rankings along a number of key dimensions versus peer groups and trending information that provides insights into these rankings over time. Finally, it offers suggestions that can enable you to actively improve your social media attractiveness in the future.

## **How does Your Social Insights access my social media accounts to create my social media profile?**

It uses the social media credentials you provide to scan your social media applications and leverage both your private and public posts to create your social media profile. It cannot include all of your social media activity if you fail to provide it with correct credentials for all of your applicable accounts.

## **What is a social media profile?**

A social media profile is the impression your on-line activity and usage patterns on social media applications creates for others to see. It is based on the posts you make – both text and photographs - and friends with whom you are connected on social media websites.

## **Why is my social media profile important to me?**

Your social media profile forms the basis for both individual and corporate assessments of your personality, including your character and behaviour. While these parties don't have access to your specific social media profile, the information used to create your social media profile is the same information individuals and businesses use to characterise you. Individuals use the information reflected in your social media profile to determine whether and to what degree they want to associate with you. Increasingly, businesses are using this same information to make decisions such as whether to hire you or to extend you a loan. Your relative rating in various social media profile dimensions versus your peer group is becoming especially important for commercial applications.

## **Will my social media profile change over time?**

Yes. Like most things in life, your social media profile is dynamic. The decisions you make regarding posts, both text and photographs, will influence your social media profile. Your social media profile will improve with the addition of positive posts or the elimination of negative posts, while the opposite actions will have the opposite impact.

### **Should I try to improve my social media profile?**

Yes. Your social media profile is an increasingly important component of your personal reputation, which is used by both individuals and businesses to make judgments about you. The good news is you have the ability to proactively manage your social media profile for your benefit.

### **Can other people see my social media profile?**

No. Your Social Insights does not share the social media profile that it creates for you with anyone other than the authorised user. While other parties cannot see the specific social media profile that is created for you, they can see some or all of the information Your Social Insights uses to create your social media profile and scores, depending on the privacy settings you have established.

### **What is a social media score?**

A social media score is a psychographic score calculated from your social media profile using algorithms that assess your social media behaviour. Your social media score can be used to assess several factors, including your creditworthiness, employment status, trustworthiness and online activity patterns, among other things.

### **How is my social media score calculated?**

Your profile and scores are created based upon the information you provide to us and the available information we obtain from third parties about you, with your permission. We have an internal analytics team and also use algorithms provided by third parties to evaluate the data and create your profile and scores. Collectively, the profile and score captures and analyses thousands of data sets, including social media, other on-line data and off-line data. We apply a wide range of modelling techniques to build your assessment based upon the data we are able to obtain. These range from basic evaluations such as matching your application information with what is recorded for similar field requests recorded in other databases to the application of psycholinguistic and natural language processing techniques.

### **How does Your Social Insights access my social media accounts to calculate my social media score?**

We use the credentials you provide to us to access your social media accounts and gather the information required to calculate your score.

### **Why is my social media score important to me?**

Your social media score is a summary of your social media profile that is based on Your Social Insights proprietary algorithms. These algorithms are based on the methodology several businesses are currently using to evaluate potential customers or employees. We expect business adoption of these social media evaluations to continue increasing, and you need to be aware of what others know about you.

### **Will my social media score change over time?**

Yes. Your social media score will change as your posts and friends change. The pace with which your social media score changes will be dependent on how active you are on social media.

**What are the most common factors that can negatively impact my social media score?**

While there are several components of your social media score, the most likely factors that will depress your score are negative comments and controversial pictures. Examples include posts about things or people you hate, fights, drinking alcohol, illegal activities, losing your job, etc. You can learn more by visiting the Community Tips section to see more detail about specific variables impacting each score.

**How can I improve my social media score?**

You can improve your social media score by eliminating negative or controversial posts and replacing them with positive posts. Examples of positive posts might be talking about the merits of your job, supporting your friends in their accomplishments and sharing pictures of your family. The breadth and depth of your network also establishes a more robust profile of you, strengthening the validity of the scores themselves.

**Can other people see my social media score?**

No. Your Social Insights does not share your social media score with anyone other than the authorised user. However, other companies may have created their own profile and score about you based upon similarly available information.