

Credit Reports Matter 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 3-digit number that helps lenders assess how likely you are to be accepted for credit. Its calculated based upon the details in your credit report. Each credit reference agency in the UK provides its own version of a Credit Score. A high score means you have a higher likelihood to be approved for credit. A lower score means you will have more difficulty being approved for credit. We show you your score from TransUnion International UK Limited which ranges from 350 to 710.

We'll refer to TransUnion International UK Limited as 'TransUnion' throughout these FAQ's.

What Can Your Credit Score Do?

It is very useful to know your credit score when you: 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.

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 in your report covers 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
- Public information - Details of any Bankruptcies, Insolvencies or Court Judgments that are in your name.

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 TransUnion by using Credit Reports Matter 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 TransUnion 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 TransUnion 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 TransUnion Consumer Services Team, PO BOX 647, Unit 4, HULL HU9 9QZ. You can also contact them via the online contact form that if found at: <https://www.transunion.co.uk/consumer/consumer-enquiries>.

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 TransUnion 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 TransUnion 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 TransUnion credit file until you ask them to remove it.

You can also send this by post to: TransUnion Consumer Services Team, PO BOX 647, Unit 4, HULL HU9 9QZ, or via their contact page at: <https://www.transunion.co.uk/consumer/consumer-enquiries>.

How do I get County Court Judgment (CCJ) removed?

This depends on the status of the CCJ in question, and whether or not it is active, satisfied, set aside (or removed), or cancelled.

- If the CCJ is active, that means the amount remains unpaid. Judgments in this state will remain on the file for 6 years from the issue date.

- The CCJ will be considered satisfied if the amount has been paid to the plaintiff (i.e. the person or company to whom you owe the debt), but it was paid more than one month from the issue date. Judgments in this state will remain on the file for 6 years from the issue date but show as paid.
- A CCJ will be considered set aside (removed) if payment was made within one month of issue and the judgment is removed from the Register of Judgments, Orders and Fines and your credit report
- CCJs will be classified as cancelled when the judgment has been withdrawn and no longer shows on the Register of Judgments, Orders and Fines or your credit report.

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 TransUnion 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 bankruptcy marked as Discharged or Completed?

To mark a bankruptcy as Discharged TransUnion 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.

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 2018 (the DPA). Please note that TransUnion 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 TransUnion 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.

What is a 'Continuous Payment Authority'?

A continuous payment authority is a type of payment, sometimes called a 'recurring payment', that is linked to your credit or debit card details. When you register for our services you provide us with the authority to bill your card details for the membership fee.

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 60 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 (*calls are free to this number from most landlines and mobile*)

Post: Credit Reports Matter, 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. If you are contacting us to update the information for you, you should 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 you can login to your account and change the details in the 'Accounts Settings' section, alternatively you can 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 membership 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 or by writing to us at our address: Credit Reports Matter, Building 1, Chalfont Park, Gerrards Cross, Buckinghamshire, England, SL9 0BG. You can also cancel your account from the 'Account Settings' section once you have logged into your account online.

Do you use third parties for any of the services you provide to me?

We use third parties to supply specific features of our services, such as your Credit Report and Score. We also use third parties to supply the data that we aggregate to provide some of our services. We intend to provide additional features from time to time and may acquire data that supports improved services from other third parties. When you access these services, they are either provided directly to you by our service providers through your member's dashboard area or by us after retrieving the data and providing the services in the format that you see in the dashboard area. Your Credit Report and Score are provided by TransUnion International UK Limited. It is authorised and regulated by the Financial Conduct Authority and are a credit reference agency. Other companies from whom we acquire and/or share data with in order to provide the services include Equifax and Consents Online Ltd.