How to Submit a Repository Update Request

Overview

This guide is designed to walk you through MCL's new feature to submit repository update requests.

1. Submitting a New Request Click the **Request Rapid Rescore** link on the Credit File screen (Main > Credit File) under the Add-On Products category.

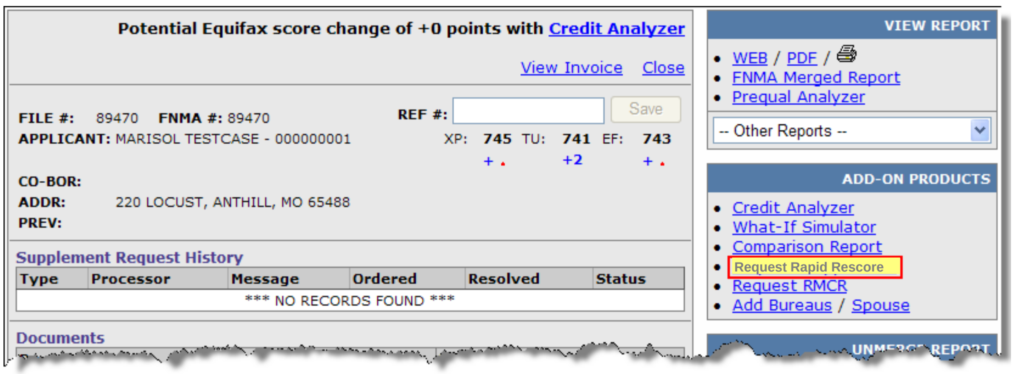

Figure 1: Select Request Supplement from the Credit File Screen

What type of information can be investigated and updated by CIC?

CIC requires a verifiable document from the creditor and can be used for the below:

Remove derogatory information and accounts that were reported in error.
Update an account that has been paid in full and closed.
Update the status of a collection.
Update a balance or paid-in-full status.
Update an account to show it included in a bankruptcy.
Borrower is being reported as Deceased.

Types of documentation the credit repositories WILL NOT accept are:

Letters without a telephone number or date
Divorce Decrees
Documentation without matching account numbers
Documents over 30 days old (other than court documents)
Canceled Checks or Bank Statements
Payment histories
Western Union or other wire transfer receipts
Money orders or Copies of Cashiers Checks
Hand written letters from ANY source, buyer or granter
HUD sheets/settlement sheets
Also, documents from original grantor's for debts listed by agencies are frequently rejected by the repositories.

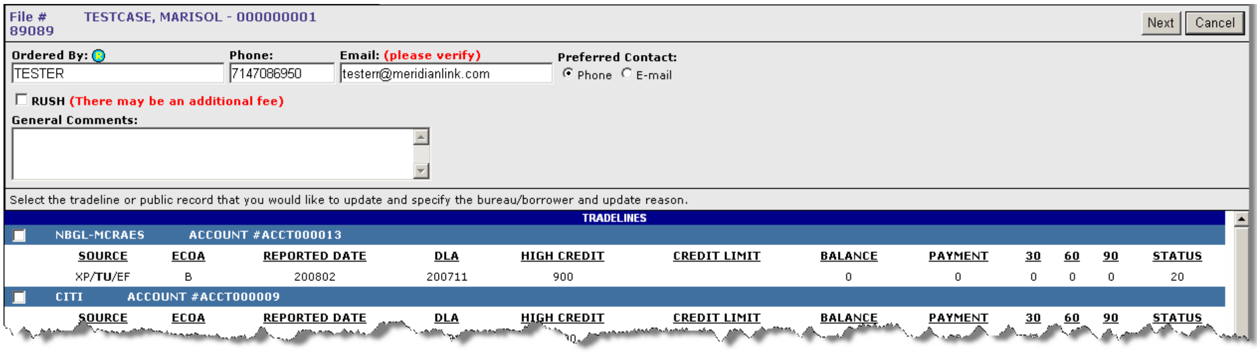

Figure 3: The new Repository Update tab looks similar to the Supplement Request tab.

4. Navigate to the tradeline(s) or public record(s) that you would like to perform the Repository Update Request on, and **click the check-box next to the company account name**. In this example we used the *Chase* tradeline.

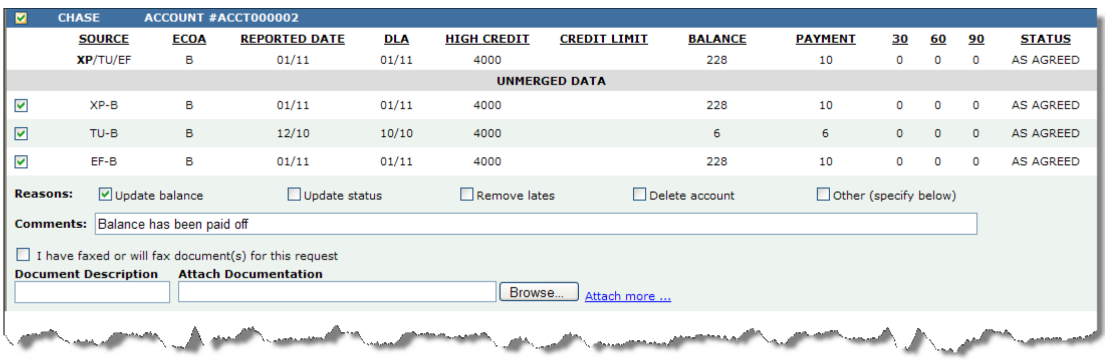

Figure 4: Enter and select the desired information for the tradeline to be updated

5. When a record is selected, the screen will expand to show exactly what each bureau is reporting. Select the **Bureaus and Borrowers** that you would like to update with the check-box on the left-hand side. Then check the **Reasons** for the update including: *Update Balance, Update Status, etc.* Next, type any comments about the record into the **Comments** field. You can also check the "**I have faxed or will fax document(s) for this request**" if you intend to do so, and/or attach any documents using the **Browse** button.

   Finally click the **Next** button located on the top right corner of the screen, or press the Cancel button to cancel the request and close the window.

6. The **Confirm Request** screen will be displayed after clicking the **Next** button. This screen reviews all the previous entered information and displays a **Total Estimated Charge** before you finally submit the request. Credit Card Payment fields may also appear on this screen, which enables you to enter a valid credit card to be billed once the request has been approved.

CIC Credit will never charge a credit card it is your responsibility to make the payment

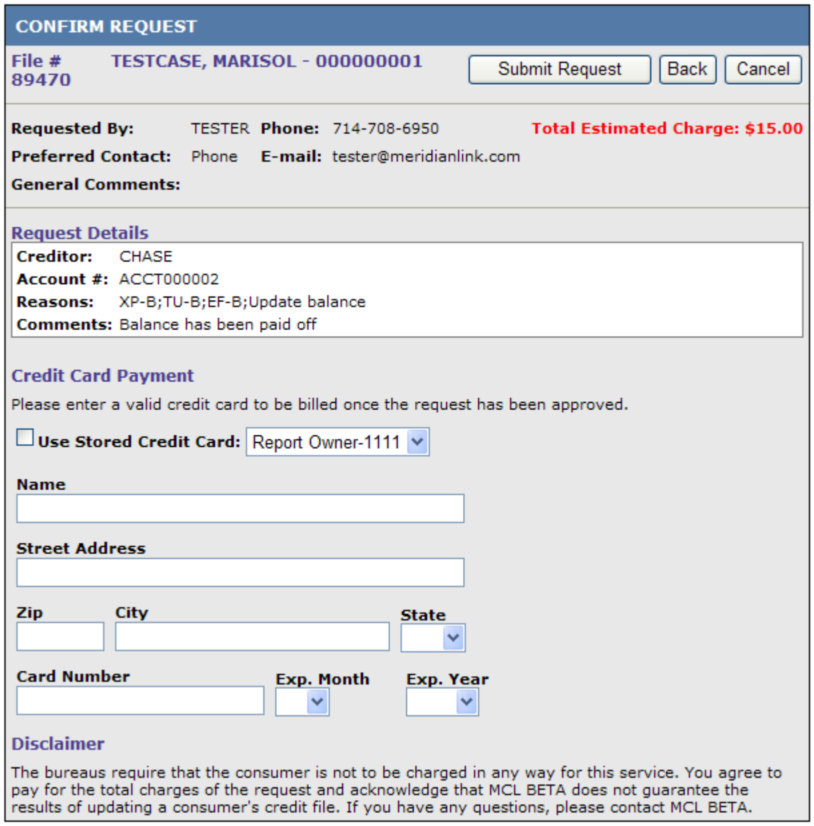

Figure 5: Confirm Request Screen: Review and click the Submit Request button

7. After reviewing the details of the request and entering any payment information, click the **Submit Request** button to finalize the request. You will then be returned to the Credit File screen.

Reviewing Requests

1. Any previously submitted repository update requests will appear on the Supplement Request History section of the Credit File screen. From this screen, you can see the status and any notes the CRA may have left regarding the request.

Mortgage Credit Link
Online Credit Reporting System

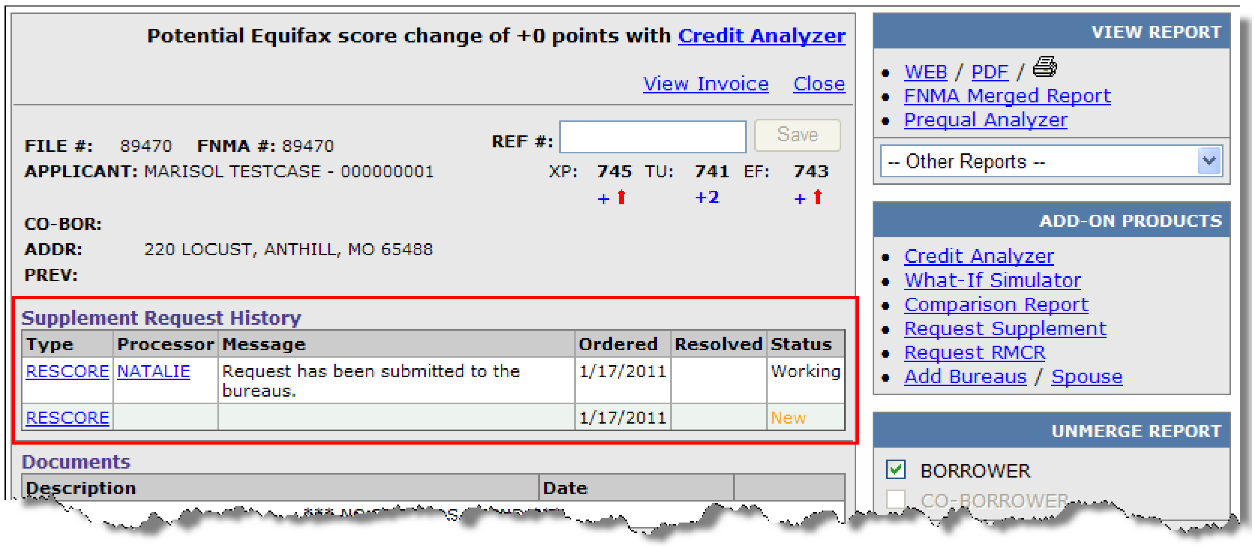

Figure 1: Supplement Request History section on the Credit File screen

2. To review a request in more detail, click on the RESCORE link in the Type column.

Figure 2: Review Request screen for a Repository Update request

For additional information or any questions regarding these changes, please contact CIC's support team at SUPPORT@CICCREDIT.COM