



Frequently Asked Questions

Q: Why is Business Check being discontinued?

A: We are simplifying our product portfolio to make sure we remove any overlapping offerings, to make it easier for our small and medium business customers to find the products that best meet their needs.

Q: When is Business Check being discontinued?

A: Access to the product will be discontinued on 30th September 2016.

Q: Is Business Check being replaced by another Experian product?

A: Yes. Business Check is being replaced by two products. For directors looking to access their own company's report there is MyBusinessProfile, and for credit reports on other businesses, there is Experian Business Express.

Q: Will all of the current SME Business Check offerings be available with the new product(s)?

A: No. We have decided to remove some of the current features as our data showed that they are not being used. These are:

- Report Overview
- Report add-ons
- Directors report
- Alert packages

Q: What are the products that will continue to be offered?

A: As we are trying to simplify our product offering, this was a clear indication of what our customers expect. We will therefore continue to offer full reports for both limited and non-limited businesses via Experian Business Express, as well as limited company reports via MyBusinessProfile.

Q: What the price is going to be?

A: A single report costs £19.99 (+ VAT), and for your first report, you get a 25% discount!

If you need more than one report per month, you may benefit from our subscription option, more details for which you can find [here](#). Subscribing to Experian Business Express also gives you access to dedicated customer support based here in the UK, as well as the ability to monitor businesses and receive alerts of changes.

Q: Do I need to take any action?

Yes. Please log into your SME Business Check account before 30th September to:

- download any reports that you have purchased and have not expired, and
- download any invoices for your records.

Please note these will not be available after 30th September.

Q: As an existing SME Business Check customer, will I have any discounts or benefits in the new product?

A: Yes. As a thank you for your loyalty, we would like to offer you 25% off your first order with Experian Business Express until 30th September 2016.

Q: My question is not listed above, where can I contact you?

A: Please contact us at EBE.info@experian.com, or call one of our friendly team on 0844 481 0028.