What to do if things go wrong?

Accidents happen, and we're here to help you fix them.

We aim to work with you to ensure the highest quality data in our bureau. This sometimes involves altering already loaded data to improve its accuracy. The two primary methods for doing this are Manual Amends and Data Improvement Projects.

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Data Improvement Project Work

When more than 1,000-1,500 records need amending or historical data needs adding, project work is required. This involves amending the portfolio on the bureau, making comprehensive changes, and loading it to replace the previously held data. Each project is a bespoke bureau change tailored to the specific scenario, often entailing significant work.

Project work should ideally be booked well in advance and comes with a cost (typically around £2k - £4k, depending on the project's nature). It requires close collaboration with our Data Quality Consultancy team until completion. However, the benefits are substantial, allowing for almost any data change in any volume.

Database Amendments (DBA)

To amend a record or group of records, contact our Database Amendments team. They can alter existing data on the bureau to correct errors or improve data quality. Before amendments can be made, an authorized user must be designated by your Account Manager, as only authorized users can request amendments. This user can manage the accounts of other authorized users once set up.

Included in this pack is a standardized Excel table that must be filled out with the necessary information for the amendment. You will also need an STS account to upload the spreadsheet. Once the completed spreadsheet is in the to_xpn area of the STS account, the authorized user must email the DBA team with the details, and they will process the request.
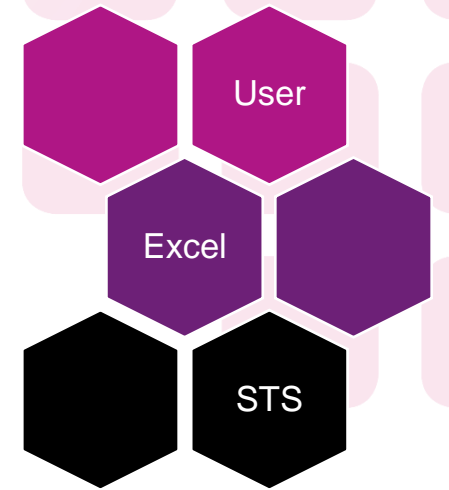
Data Query Console (DQC)

When we receive a direct query from a customer, we act as the data processor, not the controller, and must consult you on how to proceed via the DQC. First, we need to identify your Security Designate, an administrative role responsible for opening and closing accounts for individuals to handle DQC items. Please inform your Account Manager of the designated person.

Once the Security Designate is established and user accounts are allocated, the DQC can be used to address customer queries. There is a regulatory 28-day turnaround for responding to customer queries. We use the beginning and end of this period to run the query through our fraud filters and apply any changes you request. Therefore, please ensure queries are completed within two weeks of receiving them.