

Understanding your Experian Credit Report and Credit Score



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This booklet explains the information in your Experian Credit Report and Experian Credit Score. It also tells you how to change any details you think need updating. A list of useful addresses is included at the end.

Your Experian Credit Report includes your name, address and date of birth, plus any other names you have told us you have been known by and any addresses you say you have lived at in the last six years.

If you want an updated copy of your credit report, the easy way to see it is to visit our website at www.creditexpert.co.uk.

If you would like to comment on this booklet, please e-mail us at customerservice@creditexpert.co.uk

We would be grateful and we will use the information you provide to help us improve future versions of the booklet.

Please read this first

What is a credit score?

A lender may use the information on your credit report, along with the information you provide on an application form, to give you a credit score. The lender will use this credit score to assess the risk of offering you credit.

The previous occupants of your address cannot affect your credit score. Also, credit scores do not take account of your sex, religion, race, political beliefs, sexuality or criminal record.

Can I find out my credit score?

You do not have a single credit score or rating. Different organisations take different information into account when working out your credit score and may use different formulas for different products, which means you could get different scores from the same lender if you apply for two different loans.

Organisations do not have to tell you exactly how they work out their credit scores but should give you a basic explanation of how scoring works and tell you whether your application has been refused because of your credit score or because of information held on your credit report.

Your Experian Credit Score is based only on your Experian Credit Report. Although lenders are likely to use other information (such as details of your job or wages) when they work out your credit score, your Experian Credit Score is a good guide to how your credit report will affect your chances of getting credit.

For more information, see page 24 of this booklet or visit www.creditexpert.co.uk

Why was I turned down for credit?

The lender you applied to made this decision and is the only one who can say why. You may have been refused because of information on your credit report or as a result of other information they have, such as the information you gave on your application form.

Lenders should give clear explanations about why they refuse credit and they should tell you if their decision was based on:

- Information on your credit report;
- Other information you gave them;
- Other information they hold about you as a customer;
- Their policies on providing credit.

Am I on a blacklist?

No, there is no such thing as a credit blacklist. Credit reference agencies, such as Experian, only hold facts about people. This is taken from public records, or is provided by lenders or the person themselves.

Does making several applications for credit reduce my chances of getting credit in the future?

Making several applications for credit over a short period of time can influence a lender's decision.

If you are shopping around for the best deal, you should ask for a quotation, rather than applying for credit. Asking for a quotation should not affect your chances of getting credit in the future. For most types of credit, lenders do not have to search your credit report to give you a quotation. If the cost of the credit deal depends on your credit score, the lender may need to search your credit report. In this case, the lender should make a quotation search that should not leave a trace visible to other lenders on your report. If an organisation gives you a quotation, this is not an agreement to offer you credit.

If you need to know whether you will get the credit – for example, a loan – you will need to apply. The lender should tell you if they are going to search your credit report and what sort of search they will make. If one lender turns down your application, it is best to find out why you have been turned down before you contact other lenders.

If one organisation has turned me down for credit, will others do the same?

Not necessarily. Different organisations take different things into account when deciding whether to provide credit. If a lender turns down your application, get a copy of your credit report before you make any further applications.

If you make several applications over a short period of time, lenders may think you are trying to get too much credit, or even that a fraudster is using your details. So find out why you've been refused before applying to another lender.

Seeing your information

Can anyone search my report?

No, in normal circumstances searches can only be made with your permission. You usually give this permission when you apply for credit.

How do you keep my information safe?

One of our top priorities is to make sure the information we hold is secure. We process the information we hold in line with the Data Protection Act 1998. We screen our employees carefully and our premises are very secure. We constantly review how we can protect our information and our reputation for maintaining privacy. We are also monitored by the Information Commissioner's Office.

Can anyone see my credit information?

No, credit information is private. Only organisations who are members of our information-sharing scheme can see credit information. They can normally only look at your credit information if you have given them permission. They usually ask for this on the application form you fill in.

Our information-sharing scheme is strictly regulated. Lenders can see only information similar to that which they give us and they must follow strict rules that clearly list what they can use the information for.

What about information that is available to the public, such as court judgments or the electoral roll?

Again, this information is only provided to legitimate organisations for certain limited purposes, usually with your permission.

How do I know who has seen information about me?

When an organisation checks or searches your information on our database, we keep a record or 'footprint'. These records show your personal information, why and when. We keep these records for one year. We keep records of searches for your information and to help lenders process credit applications. They also help to prevent fraud. Unrecorded enquiries show you that an organisation has looked at your report for a purpose not related to credit, such as checking your identity. As a result, they do not affect credit scoring. A record of these unrecorded enquiries are not revealed to other lenders.

Can I prevent you from holding information about me?

We have a legal right to hold information about people. Credit reference agencies help lenders to process credit applications and make it easier for you to get credit.

Who regulates your work?

We are licensed by the Office of Fair Trading under the Consumer Credit Acts 1974 and 2006. We are also registered with the Information Commissioner's Office under the Data Protection Act 1998.

How do I complain?

If you would like a copy of our 'Complaints procedure', please go to www.experian.co.uk/consumer/contact-us/ or email us complaints@uk.experian.com or phone us on 0344 481 8197.

Information held on your credit report

Application details

The first section of your credit report includes your name, address and date of birth. It will also include any other names you have told us you have been known by, any addresses you say you have lived at in the last six years, and other people you are linked to. If you want an updated copy of your credit report, the quickest way to apply is by visiting our website at www.experian.co.uk

The electoral roll

Information on the electoral roll helps organisations to confirm your name and address quickly. It means they can check that you live at the address you give on your application form and helps them to prevent fraud and money laundering by checking that your address is correct. The address shown on the electoral roll is the version used by your local authority.

The electoral roll shows when you have been registered to vote in elections. This will not always be the exact dates when you lived at an address. On your credit report, the information from the electoral roll will show the name of your local authority, the address the local authority holds for you, or held in the past, and the dates you were registered.

Here is an example of an entry in a Experian Credit Report:

What can I do if my credit report shows that I am not on the electoral roll?


Organisations will usually consider information on the electoral roll at current and previous addresses when making a decision. Any monthly updates your council makes to the electoral roll will be updated on our records. If you recently registered on the electoral roll, we may still be updating our records.

How do I get on the electoral roll?

If you want to add your name to the electoral roll at your present address you should contact your local authority and ask for a registration form. To register you need to be a British, or other Commonwealth, Irish or European citizen and be 18 or over (although if you will be 18 soon you may be eligible to register). Each year, usually in the autumn, local authorities contact all the homes in their area to update the electoral roll. However, this doesn't happen in Northern Ireland, so if you live there you need to contact your local area electoral office whenever your details change.


▼ Are you on the Electoral Roll?


Being on the Electoral Roll makes it easier for banks and financial institutions to confirm your identity.

 You are on the Electoral Roll

Electoral Roll: Not being registered on the Electoral Roll decreases your credit score

Registered Addresses [Is this data incorrect?](#)

Entry number	E1	<div style="border: 1px solid #ccc; padding: 5px;"> <p> Registered as MR Name Registered with Council</p> <p>It's great that you've registered your most current address to the Electoral Roll as it increases the accuracy of your report</p> <p>You've recently registered to the Electoral Roll. Find out if you can get new credit now</p> <p>There is a data dispute on your account (reference Y1). View Data Dispute.</p> </div>
Period	October 2006 - Current register	
Address	1 Main Road, Anytown, 123 ABC	

 [Registered on Electoral Roll](#)

Can I be added to the electoral roll if I have recently moved?

Yes. If you recently moved, ask your local authority to add your name to the electoral roll at your new address. During the course of the year they will tell us about changes they have made to the electoral roll. You should also remember to cancel any registration at your previous address.

What should I do if I don't agree with the electoral roll information on my report?

If you have registered recently, we are probably in the process of updating our records. If you think your report does not show what is on the electoral roll, please contact us. The details of how to do so are shown on page 28. If you think the electoral roll is wrong, contact your local authority. If you've already done this and the local authority has sent you a letter to confirm that they have altered the electoral roll, send a copy of this letter to all the credit reference agencies. They will then update their records if appropriate.

Could I be turned down for credit because my name isn't on the electoral roll?

Yes, but it's up to the lender. If there is other evidence on your credit report that helps them check your name and address, they may use that. But it is always sensible to be registered to vote at your current address if you are entitled to vote.

Aliases

An alias is any other name you are, or have been, known by. Any financial information in these other names is shown on your report. We get the information we have about your other names from the information lenders provide or from public records. We keep a record of where the information came from. If you disagree with the information we hold, or if you need help, please contact us. Here is an example of an entry in a Experian Credit Report:

Your aliases:		Is this data incorrect?	
1 aliases were found			
Entry number: L6		Alias Details	
Name	MR Jonh Smith	Also known as	MR JONH JAY SMITH
Address	1 main road, Any town, 123 ABC	Date	DD/MM/ 2013
Date of birth	DD/MM/YYYY	Date of birth	DD/MM/ 2013
Source	Company	Confirmed By	EXPERIAN CONSUMER SERVICES

Associations

A record of an association shows a financial link you have with another person. These links are created by joint judgments, joint accounts and joint credit applications, or from information you gave to us or lenders. Associations are not created between business partners. The information you see will include the details of the person you are financially connected to (the associate), the name of the organisation that created the link, and the date the link was created. Information about an association is held on record indefinitely. Lenders can take account of your associate's financial information when deciding whether to give you credit. The financial information about any associates is not recorded on your credit report. If your associate needs to see their credit report, they will need to apply separately.

Here is an example of an entry in a Experian Credit Report

Your financial associations:

▼ **MRS MARY SMITH** (Date of birth DD/MM/YYYY) **1 record found**

▼ Your details relating to this association:


Address 1 main road, Any town, 123 ABC

Name MR Jonh Smith

Date of birth DD/MM/YYYY

Your association with MRS MARY SMITH

Date DD/MM/YYYY

Confirmed by Company 

I am no longer linked to the person my report says I am associated with – what should I do?

Please contact us and explain the situation. We may ask you for further information but, if you are no longer associated, we will be able to break the link between you. See page 26 for details of how to get in touch.

I disagree with an association recorded on my report – what should I do?

The quickest way to get information corrected is to contact the source of that information. If the information was provided by a lender, contact them first.

Why doesn't my associate's financial information appear on my report?

We provide your Experian Credit Report under Section 7 of the Data Protection Act 1998. Under this law, we must give you any information we hold about you – and only about you. However, it is worth asking your associate to get their report so you can check all the information a lender may have when making a decision about giving you credit.

Court judgments, bankruptcies and voluntary arrangements

A court judgment on your report shows that you have been taken to court for not paying money you owe. We hold court judgments on our records for six years. We get the information from Registry Trust Ltd, an independent organisation set up under the control of the Ministry of Justice.

If you believe a court judgment recorded on your credit report is wrong, contact the court, quoting the case number included on your report. If you pay the amount of the judgment within one month, we remove it from our records. If you pay the judgment after one month, it will stay on our records for six years but it should be shown as being settled. If a judgment was recorded against two people, it will say so on your credit report.

Here is an example of an entry in a Experian Credit Report:

<p>▼ Have you got any CCJ, Bankruptcy, or IVA records?</p> <p>These may decrease your credit score for at least 6 years.</p>	<p>✔ You have no CCJs, Bankruptcies or IVAs</p>
<p>Bankruptcy, County Court Judgements and IVAs: These will decrease your credit score for up to 6 years.</p>	
<p>Public Information records include things like Bankruptcy or county court orders for when credit agreements have been broken.</p>	
<p>You have 1 record Is this data incorrect?</p>	
<p>Entry number: J1</p> <p>Court: CITY COUNTY COURT</p> <p>Address: 1 main road, Any to wn, 123 ABC</p> <p>Case Number: 9BA69574</p> <p>Amount: £5,600.00</p> <p>Information Source: Registry Source</p>	<p>Record Details</p> <p>Date: 23 Jun 2013</p> <p>Information type: Judgment</p> <p>Note: Any note about the case</p> <p>Discharged: 23 Jun 2014</p>

We get information on bankruptcies in England, Wales and Northern Ireland from the Insolvency Service. We get information on Scottish bankruptcies (known as sequestrations) from the Accountant in Bankruptcy. If your bankruptcy order ends, the Insolvency Service should tell us. You can also send us a copy of your discharge certificate or letter from the Official Receiver and we will update our records. A bankruptcy order will appear on your credit report for at least six years, even if it ends. However, if the bankruptcy order is withdrawn, you should send us a copy of the annulment certificate and we will remove the bankruptcy from your report.

The Insolvency Service also sends us details of bankruptcy restrictions orders. If you are bankrupt, the court may make a bankruptcy restrictions order against you if it decides you have been dishonest or are in some way to blame for your bankruptcy. We hold these records for as long as the court order lasts, which can be up to 15 years.

A voluntary arrangement is a formal arrangement made through the court to pay an agreed amount off your debts. If you have any questions about a voluntary arrangement recorded on your credit report, contact the person who dealt with that arrangement (usually an insolvency practitioner).

If the arrangement has ended, send us the relevant documents to confirm this and we will update our records. We keep records of voluntary arrangements for at least six years. See page 26 for details of how to contact us. Voluntary arrangements do not apply in Scotland, but we do hold details of Scottish Trust Deeds which are very similar. We also hold records of debt payment programmes arranged under the Scottish Debt Arrangement Scheme.

[I have a judgment on my credit report. Can I tell who took me to court?](#)

The only information we have on judgments is shown on your report. If you have further questions, contact the court concerned, quoting the case number shown on your report.

[I have paid this court judgment, why does it show as unpaid?](#)

If you live in England or Wales, you should contact the court concerned. Once they know that the judgment has been paid, they should tell us and we will update our records. If you need proof of payment, you may need to ask the court for a certificate of satisfaction. This will cost £15. If you apply to the court by post, make sure you include a cheque, made payable to Her Majesty's Court Service (HMCS), for the fee of £15.

If you live in Scotland, send Registry Trust Ltd (RTL) a receipt or a letter from the person you paid to confirm your payment. You should send RTL a cheque for £4 to cover their search fee.

Credit account information

The UK's major lenders have agreed to share details of their customers' credit agreements.

They do this by storing the details with one or more of the three credit reference agencies. When you apply for credit, you give the lender permission to check how you have repaid other lenders in the past few years. This helps them to decide whether you can afford to take on the new credit and whether you are likely to keep up repayments.

The UK's major lenders have agreed to share details of their customers' credit agreements. They do this by storing the details with one or more of the three credit reference agencies. When you apply for credit, you give the lender permission to check how you have repaid other lenders in the past few years. This helps them to decide whether you can afford to take on the new credit and whether you are likely to keep up repayments.

The credit account information belongs to the lenders who store the information with the credit reference agencies. Credit reference agencies cannot change these details without the particular lenders' permission. Each month, lenders update the credit account information they store with us.

How do lenders use credit account information?

The credit account information is used to check how you have repaid credit in the recent past and how you are managing your credit at the moment. Most lenders provide information throughout the life of every account. Some lenders will only provide information on accounts where customers have failed to keep to the terms of their credit agreement – these accounts are known as being in default. Lenders provide credit account information to us each month. Many lenders can go online to see and amend the information we hold for them. If you think any of the information is wrong, the quickest way to have it altered or updated is to contact the relevant lender.

Can anyone see information about my credit agreements?

No, credit information is private. Only organisations who are members of our information-sharing scheme can see the information we hold. Those organisations can normally look at your credit account information only if you have given your permission for the information to be shared. You usually give your permission on your application, over the phone or over the internet, if this is how you applied for credit. Our information-sharing scheme is carefully regulated by the lender's contract with us, by the law, and by strict rules drawn up by the lenders who share information. These rules clearly list how they can use the information. For example, they are not allowed to use it to target marketing offers.

I am having problems keeping up with repayments. What should I do?

You should let the lender know immediately. If you explain the circumstances, most lenders will be happy to agree for you to make reduced payments until the situation improves. The lender may add a 'marker' to your credit report to show your arrangement. The status history on the account will probably show that your payments have fallen behind in relation to your original agreement.

You can also ask us to add a statement to your report if you want to explain the circumstances surrounding arrears or late payments. If you would like independent advice on dealing with debt, there are a number of organisations who can help. See page 26 for more information.

I do not recognise the name of this organisation. What should I do?










Contact them at the address shown in the useful addresses section of your report. Some shops use large finance organisations to manage their store cards. Some credit cards may not be recorded on your report exactly as you might expect. To check, contact the organisation and find out what agreement it relates to. If after you've contacted the lender and you're sure you do not own the account, tell them and contact us immediately. See page 26 for details of how to get in touch with us.

Why don't some of my credit accounts appear on my credit report?

The organisations you have accounts with have not provided us with information. Some organisations may only provide details of accounts money is owed to. If you have not fallen behind with your payments, this may explain why we do not hold information on the account. Or the organisation in question may not provide account details to us.

What do the status codes mean?

Every credit account includes a list of 'status codes'. These show whether you have made your credit repayments over the past six years (72 months). The last 12 months' payments are shown in full (the most recent is shown first). Underneath the status codes is a summary of payments, unless the status code shown is 8 (which is a 'default', where you have broken the terms of your account). The table below explains what the status codes shown in your status history mean. The code shown against settled accounts relates to the period before these accounts were settled.

	Payments are up to date
	Payments are up to 1 month late
	Payments are up to 2 months late
	Payments are up to 3 months late
	Payments are up to 4 months late
	Payments are up to 5 months late
	Payments are 6 months or more late
	The account is not being used and nothing is owed. The lender has not been able to provide information on the payment history for this month.
	The lender cannot give the account a status code for this month. This may be at the start of the credit agreement when the lender is allowing time for the account to be set up, when you are waiting for goods to be delivered, when you have received the goods but payment is not due to start immediately, when there is a dispute over the payments due or the goods received, or when the account is not being used. An active account is one that is still open. We keep a record of active accounts until they are settled and then for six years afterwards.

I do not agree with a status code shown. What should I do?

It would be best to contact the lender. You can find their address in the useful addresses section of your report. If you have any problems, contact us and we will contact the lender on your behalf. See page 26 for details of how to get in touch with us. An active account is one that is still open. We keep a record of active accounts until they are settled, and then for six years afterwards.

Here is an example of an active account on a Experian Credit Report:

▼ The total balance of your 3 credit accounts (excluding mortgages) is £2,800

Lender	Type	Current statusB	alance	Updated
▼ MyBank	Credit CardU	p to date	£200	DD/MM/YYYY

If you have incorrect details on your report contact [MyBank](#)

Entry number: C1 Account started DD/MM/ 2013

Name MR Jonh Smith Credit limit £5000

Address 1 main road, Any to wn, 123 ABC

Date of birth DD/MM/YYYY

Experian expect to receive your credit account information from lenders every 4-6 weeks. If you have recently made a payment or missed a payment, it may not be reflected in the status details below.

1 - 12 Months [Key](#)

Last updated: DD/MM/YYYY

Payment status												
Balance (£)	200	300	120	250								

A settled account is one that you have made all the necessary payments to and has been closed. We keep a record of settled accounts for six years from the date they were settled. The status codes shown on your credit report against a settled account refer to the period before you settled the account.

Here is an example of a settled account on a Experian Credit Report:

Previous closed accounts (settled accounts)

Lender	Type	Current status	Balance	Updated
▼ PhoneCo.	Communications	Closed	£0	DD/MM/YYYY

If you have incorrect details on your report contact [PhoneCo.](#)

Entry number: C3 Account started DD/MM/YYYY

Name MR Jonh Smith Settlement Date DD/MM/YYYY

Address 1 main road, Any to wn, 123 ABC

Date of birth DD/MM/YYYY

Experian expect to receive your credit account information from lenders every 4-6 weeks. If you have recently made a payment or missed a payment, it may not be reflected in the status details below.

1 - 12 Months

13 - 24 Months

▶ [Key](#)

Payment status	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Balance (£)	50	50	54	50	50	50	54	50	50	50	54	50


24 - 36 Months

Closed accounts are kept on file for six years from the date of closure. The status history in respect of a closed account relates to the period of time prior to the date of closure.

An account is in default when you have not been able to keep to the terms of a credit agreement. We keep a record of these accounts for six years from the date the lender decided you had broken the terms of the agreement. The lender should have told you that they were registering the account as a default. The details about that account will show how much money you owed on the date when the agreement was broken (the defaulted date) and how much money you now owe. It will reflect any payments you have made to the organisation since the agreement was broken. When the account is paid in full, the information will be updated to read 'Current Balance: Satisfied' with a 'Satisfaction Date'.

Here is an example of an account in default on a Experian Credit Report:

▼ The total balance of your 3 credit accounts (excluding mortgages) is £2,800

Lender	Type	Current status	Balance	Updated
▼ MyBank	Credit Card	Default 	£200	DD/MM/YYYY

If you have incorrect details on your report contact [MyBank](#)

Entry number: C1 Account started: DD/MM/ 2013

Name: MR Jonh Smith Credit limit: £0

Address: 1 main road, Any to wn, 123 ABC

Date of birth: DD/MM/YYYY

Experian expect to receive your credit account information from lenders every 4-6 weeks. If you have recently made a payment or missed a payment, it may not be reflected in the status details below.

1 - 12 Months [Key](#)

Last updated: DD/MM/YYYY

Payment status												
Balance (£)	50	50	54	50	50	50	54	50	50	50	54	50

The following information may also be included with account details on your report:

Gone away

The lender has reported that you no longer live at the address you gave and have not given them a new address.

Debt assigned

The lender has reported that they sold the debt to an organisation which is not a member of our information-sharing scheme. We will keep the record in the original lender's name and show it as closed.

Deceased

We have been told that the account holder has passed away.

Recourse

The lender has reported that the account has been transferred to the dealer or retailer who introduced you to the credit agreement.

Voluntary termination

The lender has reported that the account has been closed under Section 99 of the Consumer Credit Act 1974. This relates to hire-purchase and condition-sale agreements (credit used to buy a car or other vehicle) and allows you to return the car and owe nothing once you have repaid half of the total price.

Arrangement

The lender has agreed to vary your payments for a time.

Debt management programme

The lender has reported that the account has been included in a debt-management programme (for example, one organised by a citizens advice bureau, National Debtline or the Consumer Credit Counselling Service).

Account query

The lender has reported that you have questioned how accurate the information is.

Joint account

This shows that the account is or has been jointly held with another person. The name of the person you share an active joint account with will be shown in the 'Associations' section of your report. See page 8 for more information on financial associates.

Credit protection insurance claim

You have made a claim against your credit-protection insurance.

Partial settlement

The lender has reported that one of the following:

- The debt was included in a voluntary arrangement which has now ended
- The debt was included in a bankruptcy order which has now been discharged
- The lender has accepted a smaller amount in full and final settlement
- The lender has repossessed the asset and is no longer chasing the debt

Debt assigned to CAIS member

The lender has sold the debt to another member of our information-sharing scheme. The old account will have been closed and a new active account will show in the name of the lender who has bought the debt.

Phone live/ disconnected/ barred

This may appear next to a mobile phone account and shows whether the phone is live (active), disconnected (no longer active) or barred.

Transferred to Collection Account

The lender has closed the account and the debt has been transferred to another account.

Credit account information with account management details

Some providers of credit cards and store cards may provide extra information on how you manage your account. This includes details such as the balance shown on your statement each month, the amount you repaid each month, and the number and value of cash advances (withdrawals) you made each month. If we hold this extra information, the account details will be shown in a separate section of your report called 'your credit accounts' with account management details.

See next page for an example of one of these entries:

▼ The total balance of your 3 credit accounts (excluding mortgages) is £2,800

Lender	Type	Current status	Balance	Updated
▼ MyBank	Credit Card	Up to date	£200	DD/MM/YYYY

If you have incorrect details on your report contact [MyBank](#)

Entry number: C1 Account started DD/MM/ 2013
 Name MR Jonh Smith Credit limit £5000
 Address 1 main road, Any town, 123 ABC
 Date of birth DD/MM/YYYY

Experian expect to receive your credit account information from lenders every 4-6 weeks. If you have recently made a payment or missed a payment, it may not be reflected in the status details below.

1 - 12 Months

13 - 24 Months

24 - 36 Months

▶ [Key](#)

Last updated: DD/MM/YYYY

Payment status												
Balance (£)	50	50	54	50	50	50	54	50	50	50	54	50

▼ More details

Payment Amount	200	189	199	219	178	150	182	178	271	154	154	150
Previous Balance	250	350	154	250	450	250	354	350	350	250	154	150
No. of Cash Advances	00		00		00		00		00		00	
Cash Advance Amount	50	52	58	45	60	35	34	25	40	45	54	51
Payment code	MM		MM		MM		MM		MM		MM	
Promotional rate												

Credit Limit History

Date (mm/yy)	mm/yy	mm/yy	mm/yy	mm/yy	mm/yy	mm/yy	mm/yy	mm/yy	mm/yy	mm/yy	mm/yy	mm/yy
Credit Limit	150	150	154	150	150	150	154	150	150	150	154	150

The first part of the record contains similar information to that shown for all other credit accounts. This information is explained in more detail from page 11 of this booklet.

The table on this page shows how the account has been used and repaid each month. Each column shows the information the lender sent to us for a particular month, with the most recent information shown on the left hand column and the oldest information on the right. Information for up to 24 months may be shown. The terms used in the table are explained below.

The payment code and promotional rate indicator will only contain a value under certain circumstances (see the explanations below). If other columns or areas are blank, this indicates that the lender has not provided this information for that month.

Status code	The status codes are the same for all credit accounts (see page 12). You should read the status code history from left (most recent) to right (oldest).
Balance	This is the balance of the account at the time the lender last updated the information.
Payment amount	This is the total amount paid off your last statement.
Previous statement balance	This is the total 'outstanding balance" (amount owed) shown on your last statement.
Cash Advances (Number)	This is the total number of cash withdrawals that you made using your card since the lender last updated the information.
Cash Advances (Amount)	This is the total value of the cash withdrawals you made using the your card since the lender last updated the information.
Payment code	An 'M' shows that the amount you paid in response to your last statement was equal to the minimum payment, no letter will be shown.
Promotional rate indicator	An 'Y' shows that a promotional offer (such as a period of interest-free credit) applied to some or part of the balance on your account when the lender last updated the information.

The final part of the record shows past changes to the credit limit of this account. Up to twelve changes may be displayed, with the current limit on the left and the oldest change on the right. Each credit limit change shows the date of the change and the previous credit limit.

Current account information

How are status codes used on current accounts?

The status codes lenders use on current accounts can have a different meaning to those used on other accounts. This is because current accounts are more flexible than other types of credit. For example, you may not have to repay your overdraft at a set rate each month. The information on your credit report shows the status of your account when the lender last updated our records.

0	<ul style="list-style-type: none"> Your account is not overdrawn. Your account is overdrawn but you are managing your account within the terms of your agreement.
1	<ul style="list-style-type: none"> Agreed repayments are one to two months behind. Your overdraft balance has been greater your overdraft limit for one to two months. Cheques, direct debits and standing orders may have been bounced to keep the account in order.
2	<ul style="list-style-type: none"> Agreed repayments are two to three months behind. Your overdraft balance has been greater than your overdraft limit for two to three months Cheques, direct debits and standing orders may have been bounced for a second month to keep the account in order.
3	<ul style="list-style-type: none"> Agreed repayments are more than three months behind Your overdraft balance has been greater than your overdraft limit for two to three monthsw Cheques, direct debits and standing orders may have been bounced for a third month to keep the account in order.
4-6	<ul style="list-style-type: none"> Agreed repayments are more than three months behind but you have agreed new repayments with the lender to bring the account in order.
8	<ul style="list-style-type: none"> Your overdraft balance has been greater than your overdraft limit for more than three months and you have not agreed new repayments to bring the account in order. The lender has decided that you have broken the terms of your agreement and has told you that your account is now in 'default'. The lender has closed your account.
U	<ul style="list-style-type: none"> Your account has just been opened. Your account is more than three months old, has a zero balance and has not been used in the last month.

What is my overdraft limit?

Your overdraft limit is the largest overdraft the lender has agreed you can have.

What is my 'overdraft balance'?

Your overdraft balance shows how much your account is overdrawn by. Your credit report does not show how much money you have in your current account, so if you are in credit and have no overdraft your report will show that your balance is zero. Some banks only show overdraft balances that are more than a certain amount. If your bank does this and your overdraft balance is below this amount, your credit report will show that your balance is zero. If your overdraft balance is higher than your overdraft limit, the lender might use status codes to show that you are outside the terms of your agreement.



Previous searches

A previous search is a record that an organisation has looked at your credit report to check your identity or to assess an application you have made for credit. We hold records of previous searches on your credit report for 12 months. A lender must always get your permission to look at your credit report.

Previous searches are also known as 'footprints' and can help lenders to spot any unusual credit activity, such as you applying for a worrying amount of credit or someone else attempting fraud. We can only delete the record of a search with the permission of the organisation that made it. If you are concerned about the accuracy of a search record, please contact the organisation that carried out the search.

If you asked the organisation for a quote rather than applying for credit, this should be shown on the search record. These records are called 'quotation searches' and lenders will know that they don't represent credit applications. Quotes can be given for credit cards, insurance, personal loans, mortgages, store cards, or bills.

Here is an example of a previous search on a Experian Credit Report:

Full search details:																	
Date	Search By	Impact															
▼ DD/MM/YYYY	 Mortgages.co	 No impact on score															
<table border="1"> <tr> <td>Entry number: P4</td> <td>Name</td> <td>MR Jonh Smith</td> </tr> <tr> <td>Application type</td> <td>Credit Card</td> <td>Date of birth</td> <td>DD/MM/YYYY</td> </tr> <tr> <td>Amount</td> <td>£60,000</td> <td>Address</td> <td>1 main road, Any to wn, 123 ABC</td> </tr> <tr> <td>Term</td> <td>Term months</td> <td>Length at this address</td> <td>04 years 00 months</td> </tr> </table>			Entry number: P4	Name	MR Jonh Smith	Application type	Credit Card	Date of birth	DD/MM/YYYY	Amount	£60,000	Address	1 main road, Any to wn, 123 ABC	Term	Term months	Length at this address	04 years 00 months
Entry number: P4	Name	MR Jonh Smith															
Application type	Credit Card	Date of birth	DD/MM/YYYY														
Amount	£60,000	Address	1 main road, Any to wn, 123 ABC														
Term	Term months	Length at this address	04 years 00 months														

What is an unrecorded enquiry?

An unrecorded enquiry is a search that was not made for lending purposes. It cannot affect your credit rating or score when you apply for credit. It is not seen by lenders other than the one that carried out the search. It is included on your credit report so you know the search was made but does not affect your credit rating, or score, when you apply for credit.

Does shopping around for the best deal leave a lot of credit searches on my credit report?

It shouldn't. A credit search should only be carried out after you apply for credit. When you shop around, you will usually get basic details of offers from a range of lenders, then apply to the lender you think is offering the best deal. Lenders should always tell you if they are carrying out a credit reference check. They should also tell you if they are going to store credit account information with any credit reference agencies.

[There is more advice about shopping around and credit searches on page 6 of this booklet.](#)

What do I do if there is a search on my report that I know nothing about?

Contact the lender who made the search. If the lender agrees to remove a search, they will tell us. The search may have been made by a company that provides credit on behalf of the company you dealt with.

Why have you carried out a search on me?

We will keep a record of you asking for your credit report. This will show the information you gave us on your application. This information is seen only by you and us. It allows you to see when you asked for your report. Lenders cannot see this information when searching your report.

Financial associate searches

A financial associate search will be shown on your report when someone you are financially linked to has applied for credit and a lender has looked at your credit report as a result. It does not mean that you have applied for credit or that the application was for joint finances. The record will show that your information was used because you are financially linked to the person who applied.

Why do the financial associate's details appear?

If you have a financial link with another person – an associate – a lender can use the associate's information to help make their decision when you apply for credit. This is because their finances can often affect your ability to manage a credit agreement.

Why does my associate's financial information not appear on my report?

We can only give you the information we hold about you. This does not include information that relates to your associate.

I am no longer linked to this person – what should I do?

Please contact us and explain the situation. We may ask you for more information. If you are no longer connected, we will be able to break the link between you. See page 26 for details of how to get in touch with us.

How can I see my associate's information?

You can't. Your associate is the only person who can get a copy of their credit report. It is up to your associate whether they want to show you their credit report, just as it is up to you who you share your report with.

Here is an example of a linked address in a Experian Credit Report

Your addresses:		Are these addresses incorrect?
Address 1		
Entry number	B1	
Name and address	MR Jonh Smith	
	1 main road, Any to wn, 123 ABC	
Linked to	1 High road, Any to wn, 123 123	
Source	Company	
Date of information	DD/MM/ 2013	

Why are other addresses shown on my report?

Lenders may take account of information that is recorded at addresses you have lived at or been linked to in the recent past. It is possible that information relating to these addresses is relevant to an application.

How is a link to an address created?

A link is created when you tell a lender that you have changed address or when a lender receives a credit application that includes more than one address. Links can also be created as a result of information you give to us.

I have never lived at one of the linked addresses shown. Can it be removed?

An address may appear on your report because you have had a financial connection with that address, although you may have never lived there. If you have not had any connection with an address that is listed, contact us and we will get in touch with the organisation who provided us with the information. We will then delete the address, if appropriate.

Why have you created a link with another address?

We have used the information provided on your application for a credit report to link you to your previous addresses. This gives lenders a more complete picture of your credit history. You gave your permission for us to add this information when you made the application.

GAIN information

We are members of GAIN, a network through which lenders share information on customers with debts who have moved home without giving a new address. The information may include the address the customer moved from and any address the customer has since been recorded at.

Here is an example of GAIN information in a Experian Credit Report

Your GAIN records :		Is this data incorrect?	
1 records have been found			
Entry number: G1		Record Details	
Name	MR Jonh Smith	Date	DD/MM/ 2013
Date of birth	DD/MM/YYYY	Reference	DD/MM/ 2013
Address	1 main road, Any to wn, 123 ABC	Located by	BANK LIMITED

What should I do if I think GAIN information on my report is wrong?

Contact the organisation who provided the information and ask them to update our records if necessary. Or you can contact us direct and we will be happy to contact the lender for you.. See page 26 for details of how to get in touch with us.

Cifas information

Cifas (the UK's Fraud Prevention Service) was developed in consultation with the Office of Fair Trading and the Office of the Information Commissioner. It aims to detect and prevent fraud and to protect innocent people whose names, addresses or other details are used fraudulently by others to get goods and services such as credit and insurance.

A Cifas warning on your report does not mean that you are being accused of fraud, but it does mean a lender will take extra care and may contact you to make sure that any new application is genuine.

Members of Cifas include the UK's major financial organisations. A Cifas warning on your report cannot affect your credit score, but it will mean that lenders will carefully check any application you make.

What should I do if I think Cifas information is incorrectly recorded?

You should contact the organisation who registered the information.

Here is an example of Cifas in a Experian Credit Report:

Your CIFAS records:			
1 records reported by CIFAS was found		Is this data incorrect?	
Entry number: F1		Record Details	
Name	MR Jonh Smith	Date	DD/MM/YYYY
Date of birth	DD/MM/YYYY	Member's name	C C N TESTING
Address	1 main road, Any town, 123 ABC	Case reference	CCN569435
		Product type	Company - Mortgage
		Fraud type	Victim of Impersonation - Use, by another person, of this name and/or address

Notices of Correction

What is a notice of correction?

A notice of correction is a short explanatory note (up to 200 words) you can add to an entry on your credit report to explain any circumstances about relating to that information. Anyone searching your report in the future, will see and take account of the notice of correction.

How can I add a notice of correction to my report?

You can visit Your Credit Report Help Centre at www.experian.co.uk or write to us and provide the text you want to use (under 200 words). Quote the entry you want us to add the statement to and send it to the address shown on page 28. We cannot add a statement that is longer than 200 words or one we think is unjustified, could damage a person's or organisation's reputation, or is unsuitable for some other reason.

Your Experian Credit Score

What is credit scoring?

Many lenders use credit scoring to help them decide whether to offer you credit. They can also use credit scoring to decide what interest rate to charge you. Credit scoring gives points to the information on your credit report and to the details you give the lender on your application form. The process is often automated. Lenders then add up these points and use the total (your credit score) to help them decide whether to offer you credit. In general, a higher score suggests that you are less likely to experience problems repaying credit.

Different lenders use different ways of working out credit scores. Methods can also differ from product to product. You should also remember that your credit score will change over time as your financial circumstances change. For example, paying off a debt could improve your score, while having a court judgment made against you would probably reduce it.

Credit scores do not take account of your sex, religion, race or ethnic origin. Your Experian Credit Score is based only on the information held on your Experian Credit Report. As a result, it will not be the same as any score a lender works out because they will often use other information, such as the details you give them on your application form. These might include details of your job and wages, how long you've lived at your address, whether you have a partner and how many children you have.

Lenders cannot refuse to give you credit just because of where you live, unless you live in an area they do not cover. It is very important that the information you give to a lender is correct. They may view any differences between the information you give and recorded information as fraud. Your Experian Credit Score is not a guarantee that lenders will or won't give you credit. But it can help you to understand how the information on your credit report influences lenders' decisions. An Experian Credit Score can range from 0 to 999. A higher score usually means that lenders are more likely to offer you credit, because they believe there is a lower risk that you will fail to repay it. If your Experian Credit Score is lower than you would like, you may be able to improve it, for example, by closing any open but unused credit accounts on your credit report or by paying off any debts.

Very Poor 0 - 560	Most lenders would view this score as 'very high risk' and would consider that the majority of people whose credit reports achieved this score would be likely to experience serious repayment problems if a credit application was granted.
Poor 561 - 720	Most lenders would view this score as 'high risk' and would consider that a high proportion of people whose credit reports achieved this score would be likely to experience serious repayment problems if a credit application was granted.
Fair 721 - 880	Most lenders would view this score as 'moderate risk' and would consider a low proportion of people whose credit reports achieved this score would be likely to experience serious repayment problems if a credit application was granted.
Good 881 - 960	Most lenders would view this score as 'low risk' and would consider that few people whose credit reports achieved this score would be likely to experience serious repayment problems if a credit application was granted.
Excellent 961 - 999	Most lenders would view this score as 'very low risk' and would consider that very few people whose credit reports achieved this score would be likely to experience serious repayment problems if a credit application was granted.

Information about other people

There is one other important difference between your Experian Credit Score and a credit score worked out by a lender – it does not take account of information about any of your financial associates (anyone you are financially linked to). Your Experian Credit Score is based only on the information in your personal Experian Credit Report. When deciding whether to grant you credit, a lender may take account of financial information about anyone you are financially linked to.

Improving your Experian Credit Report and your Experian Credit Score

There are a number of things that you can do to improve your chances of getting credit:

- Make sure you are on the electoral roll.
- Make your payments on time. If you cannot do this, contact the lender as soon as possible to discuss what options are available.
- If you have paid a court judgment, make sure it is shown as satisfied on your credit report. If it is not, contact the court.
- If a bankruptcy order has ended or been withdrawn and this is not shown on your credit report, send a copy of your certificate of discharge or annulment to all credit reference agencies and ask for your report to be updated
- If you have paid off a credit account but your report doesn't show this, contact the organisation concerned and ask them to make the necessary changes. Or contact us and we will contact the relevant organisation for you.
- Avoid credit repair organisations. If information on your Experian Credit Report can be removed or altered, we will do it for free. (The Office of Fair Trading has issued a warning that the advice and information given by credit repair organisations is often wrong and unhelpful and can even make the situation worse, not better).
- Always check your credit report. It always makes sense to get a copy of your credit report before you apply for credit or if you are refused credit as a result of information held by a credit reference agency.

Identity fraud

You can take the following precautions to reduce the risk of your details being used fraudulently.

- Always destroy any rubbish that contains personal information, including cheque stubs, receipts and bank statements. A shredder can be a wise investment. Never throw anything away with your name and address on, even an envelope, without shredding it first.
- Never respond to e-mails asking for personal information.
- Never give personal information to people who say they are calling from organisations you have not dealt with before. If you know the organisation, insist on calling them back.
- If your mail suddenly stops arriving, contact your local post office to make sure that it is not being re-directed.
- Be careful when giving out personal information over the internet – see www.getsafeonline.org for some useful advice.
- Visit the Cifas website at www.identityfraud.org.uk, the Home Office at www.identitytheft.org for more help and advice. If you believe you have been a victim of fraud, contact the police as quickly as possible to report the crime. Next, order a copy of your Experian Credit Report and get free help and advice from our Victims of Fraud team by calling **0344 481 8000**.

Make sure you tell us clearly that you are a victim of identity fraud so that we can give you special help. You may be interested in CreditExpert, our credit monitoring and identity fraud protection service, which offers unlimited online access to your Experian Credit Report and will tell you about any significant changes to your Experian Credit Report. There is a 30 day free trial and, after this time, there is a monthly charge.

For more information, visit www.creditexpert.co.uk

Contacting Us

Our website (www.experian.co.uk) contains useful information which may answer any questions you still have. You can also use it to send us any questions you have online. You can also talk to one of our advisers by phoning: 0344 481 0800. The lines are open from 8am to 7pm Monday to Friday.

We welcome calls from Typetalk, the phone service for people with hearing or speech difficulties. We can also arrange to provide information in large print, in Braille, or on audio tape or CD. You can also write to us at: Consumer Help Service, Experian Ltd, PO Box 9000, NG80 7WF. We produce a range of guides to help you understand how credit reports are produced and used, and when they affect your life. You can find these on our website at www.experian.co.uk/consumer/resources.html

If you are a sole trader or a partnership and want to get a copy of your credit report, please write to us, on your business letterhead (if any), quoting your report reference number. You must give us your business name and your business addresses for the past six years, and confirm how long you have owned the business. If you have stopped trading, include the date your business closed down. Or, you can download a 'Non- Limited' application form from our website at www.experian.co.uk and send it to us at the address below.

Other credit reference agencies may not hold the same information as us. If you want a copy of your credit report from the other agencies, please contact each of them, enclosing the £2 fee, at the following addresses:

If you are struggling with repayments, you should always talk to the lender first. Contact details are given in the View lenders details section of your report. They may be able to agree a different arrangement. You may also find it helpful to talk to the following agencies for free, confidential advice.

A citizens advice bureau or money advice centre. Visit www.adviceguide.org.uk or see the phone book for contact details.

Consumer Services Team
Call credit
PO Box 491
Leeds
LS3 1WZ

Credit File Advice Centre
Equifax plc
PO Box 1140
Bradford
BD1 5US

The Consumer Credit Counselling Service

phone: 0800 138 1111
web: www.cccs.co.uk

National Debtline

phone: 0808 808 4000
web: www.nationaldebtline.co.uk

Payplan

phone: 0808 280 2816
web: www.payplan.com

Visit the Office of Fair Trading's website for information on your rights about shopping, money and credit.

web: www.consumerdirect.gov.uk

Get help with financial planning, credit and debt from The Money Advice Service.

web: www.moneyadvice.service.org.uk

Your Rights

Plain English Campaign's Crystal Mark does not apply to the following text. Schedule 1 Regulation 4 (1) Credit reference agency files individuals (including sole traders). Your rights under Section 159 of the Consumer Credit Act 1974 and under the Data Protection Act 1998, if you think any entry on your report is wrong. This statement of your rights is provided by Experian Ltd together with all the information we hold about you on our files.

Your rights are as follows: If you think that any of the information we have sent you is wrong and that you are likely to suffer because it is wrong, you can ask us to correct it or remove it from our file. You need to write to us telling us what you want us to do. You should explain why you think the information is wrong. If you write to us, we have to reply in writing within 28 days. Our reply will tell you whether we have corrected the information, removed it from our file or done nothing. If we tell you that we have corrected the information, you will get a copy of the entry. If our reply states that we have done nothing, or if we fail to reply within 28 days, or if we correct the information but you are not happy with the correction, you can write your own note of correction and ask for it to be included on our file. To do this, you will need to write to us within 28 days of receiving our reply. If you did not get a reply from us and you want the information we sent you to be corrected, you will need to write to us within 8 weeks of the letter you wrote to us in which you asked us to correct the information or remove it from our file.

Your letter will need to:

Include the note of correction you have written. It must not be more than 200 words long and should give a clear and accurate explanation of why you think the information is wrong. If the information is factually correct but you think it creates a misleading impression, your note of correction can explain why.

Ask us to add your note of correction to our file and to include a copy of it whenever we give anyone any of the information you think is wrong or any information based on it. If we accept your note of correction we will have to tell you in writing within 28 days that we are going to add it to our file. If we think it would be wrong to add your note of correction to our file, we have to apply for a ruling from the Information Commissioner's Office. We will apply for a ruling if we do not want to include your note of correction because we think it is wrong or because we think it is defamatory, frivolous or scandalous or unsuitable for publication for some other reason. We can only refuse to include your note of correction if the Commissioner agrees with us. If we have not written to you within 28 days of receiving your note of correction or if we have written telling you that we are not going to add your note of correction to our file, you can appeal to the Information Commissioner.

If you want to do this, you will have to write to the following address: Information Commissioner, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Phone: 01625 545704 Fax: 01625 524510. E-mail: mail@ico.gsi.gov.uk

When you write, you must give the following details:

1. Your full name and address.
2. Details of the information you think is wrong, including why you think it is wrong, why you think you are likely to suffer because it is wrong and an indication of when you sent us your note of correction.
3. It would be helpful to the Commissioner if you could include a copy of your note of correction. Before deciding what to do, the Commissioner may ask us for our side of the story and send us a copy of your letter. In return, you will be sent any comments we make. The Commissioner can make any order he thinks fit when he has considered your appeal. For example, he can order us to accept your note of correction and add it to our file. If at any stage we fail to correct or remove wrong information, you can ask the Information Commissioner to check whether we are meeting the requirements of the Data Protection Act 1998. The Data Protection Act 1998 requires us to take reasonable steps to check the accuracy of personal information.

If you think we have failed to correct or remove wrong information about you, you have the right to ask the Information Commissioner at the above address, to check whether our dealing with your information has met this requirement. Important note: The various time limits referred to in this statement (mostly 28 days) start with the date following receipt and end with the day of delivery.

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