



Customer Inquiry Maintenance Request

***Company Name:**

Date:

Failure to provide all of the information below will result in a delay.

Please Note**** Inquiries are a matter of record on the consumer's credit file and should not be removed. However, from time to time, users of consumer reports may find a need to request a change to, or deletion of, an inquiry made on a consumer's file. When Equifax receives such requests, each is evaluated carefully to ensure that the accuracy of the file is maintained. The requestor will be notified of the decision via email.

****** Please complete all asterisks fields. Failure to complete this document, in its entirety, could result in a processing delay.**

***Approver Name:**

Approver Title:

Telephone #:

***Approver E-Mail:**

Please enter the Consumer's information in the area provided below.

******Multiple requests due to the same issue must be placed on an Excel spreadsheet. See Instructions on page 2.**

Check here for multiple requests.

***Consumer First
Name:**

***Consumer Last
Name**

**Consumer
SSN:**

***Consumer Address:**

***City:**

*** State:**

***Zipcode:**

Previous Address:

******The inquiry information must be an exact match. Customer Number format: 123AB45678**

***EFX Customer Number Used:**

***Date of inquiry:**

***For Resellers Only
End User Name:**

***Reason for Inquiry Suppression:**

*****Please review the statement below and check the box.**

The customer certifies the information on this form is accurate and has reasonably determined the submitted inquiry(ies) should be modified in accordance to the Fair Credit Reporting Act.

Forward the completed request by e-mail to GBSInquirySupport@equifax.com

You will be notified via email once your request has been completed.



Customer Inquiry Maintenance Request

Company Name:

Date:

*****Multiple requests due to the same reason must be placed on an Excel spreadsheet. The spreadsheet must contain only a single tab accompanied with the completed PDF. Each reason will require a separate email. For a successful submission, the reason in the spreadsheet must match the verbiage listed in the PDF.**

Please see below for Excel spreadsheet instructions: · Please note the format for the following columns · The standard format for dates is MM/DD/YY; do not include a timestamp · Enter first name, middle initial, and last name in separate cells; never in one string · Enter the house number, street name and street type into the consumer address field in one string · If possible, always check for duplicate entries (using Excel built-in functionality for this purpose) · The header fields in red are mandatory, however, please keep each column on the spreadsheet.

Spreadsheet Example:

First name	Middle Initial	Last Name	Consumer Address	City	State	Zip	SSN	Inquiry Date	Customer/Member Number	Reason
John	W	Doe	123 Main St	Sacramento	CA	95818	111-11-1111	02/20/19	123ON00001	Duplicate Inquiry

Forward the completed request by e-mail to GBSInquirySupport@equifax.com

You will be notified via email once your request has been completed.



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Important Notice

Reminder - Inquiry Maintenance Process Update

Inquiry Maintenance Instructions on How to Format the File

Our inquiry maintenance process, the process where businesses submit requests to remove, flip or change inquires, is automated to reduce the processing time. In order for the automation to work customers will need to submit requests in an easy to use standard format beginning on September 16th.

1. Please visit: <https://www.equifax.com/support/customer-care/> and then select **Inquiry Maintenance Guidelines** from the dropdown box. Click on **Inquiry Maintenance Form – PDF Format Download** to download the form.
2. Complete the form and then send the completed form to GBSInquirySupport@equifax.com . We encourage you to encrypt this file when sending it to us.

Details on filling out the PDF (required fields are highlighted in red):

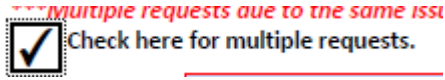
- Customer Information:
 - **Approver Name:**
 - This is a required field. The emails we send will be addressed to this person.
 - Approver Title
 - Telephone #
 - **Approver Email**
 - This is a required field. An email will be sent to this email address when the request is completed or if the file is not formatted correctly.
- Consumer Information
 - **Consumer First Name** (do not use punctuation)
 - **Consumer Last Name** (do not use punctuation)
 - **Consumer Address**
 - House number, street name, street type (Ave, St, Cir, etc.). Don't use any punctuation such as "." and "-". If used the request will be sent back.
 - **City**
 - **State**
 - **Zip code**
 - **Equifax Customer Number Used**
 - Must be the exact number used to access the consumer file. The format is three numbers, two letters, followed by five numbers (ex. 454BC45789). Do not add any spaces, punctuation or it will be sent back.
 - Tips to find the correct customer number: check in ePort and/or BillTrust/Invoice details
 - **Date of Inquiry**
 - **Reason for inquiry suppression.**
 - Please use only the options provided in the drop down menu.
 - SSN is not a required field, however, providing the SSN will allow for a more accurate search.
 - **The acknowledgement box must be checked.**



*****Please review the statement below and check the box.**

Multiple Consumers

- If submitting more than one consumer for the same reason, place a check mark in the “multiple request box”.



- The first consumer listed on the spreadsheet should be entered into the PDF or it will get sent back as unable to process. Also please remove the consumer that is on the PDF from the Excel (don't put in both), this will avoid a duplicate search.
- The spreadsheet must be in the format provided in page two of the PDF.
 - The column titles have to be spelt exactly the same and in the same order. Do not add any additional columns or titles.
 - Please ensure there are no spaces before or after the title in each column.
 - All the columns in the Excel format must remain on the spreadsheet even if no data will be entered into the cells.
 - Only include 1 tab in the excel
- The reason must use the same verbiage as the PDF.
- Only numbers should be entered into the SSN column, no letters.
- Only use state initials in the State column.
- Each “reason” for inquiry suppression must have its own excel spreadsheet accompanied by the PDF.
 - For example: multiple consumers are submitted for reasons of system error and fraud. Each reason must be treated as a separate request. Each should be submitted in a separate email, with a completed PDF and the spreadsheet.