

Prospective Data Furnishers

Frequently Asked Questions

Reporting your data to Equifax supports the development of comprehensive consumer credit profiles, which benefits both consumers and the greater business community. Contributing data is powerful, and our goal is to make it as easy as possible to get started. These frequently asked questions will help you better understand many key topics. We encourage you to use this document in conjunction with our Guidebook for Prospective Data Furnishers on our website.

Step One: Meet Our Initial Reporting Requirements

- **What agreements does my business need to have in place with Equifax before reporting data?**

To establish membership with Equifax you must complete an Online Application for Service, which will be sent to you by our data furnisher relations team. You must also sign our Data Agreement, which details each of our responsibilities in managing the transmission and care of consumer data.

- **Is there a specific reporting format or file type to use when submitting my data?**

Files must be submitted in the Metro2® format, and all files must be transmitted electronically.

- **Where can I get more details on the Metro2® format?**

The Metro2® format is the current industry standard for reporting credit information to any credit reporting agency. Equifax will not accept the original Metro format for new data furnishers. The Metro2® format guide can be obtained from the Consumer Data Industry Association's website at www.cdiaonline.org.

- **Does Equifax recommend specific reporting software?**

Equifax does not endorse or recommend any particular software vendor. However, we can provide a list of software companies that offer a credit reporting function within their application. Please refer to our Guidebook for Prospective Data Furnishers on our website for a copy of this reference list.

- **Is there a minimum amount of data that needs to be contributed?**

No, there is no minimum, however, certain furnishers that report under 500 accounts per month may be required to purchase a monthly subscription to the Automated Data View tool, which provides the ability to view and monitor submitted records in real-time.

- **Can I only report the positive or delinquent accounts?**

Am I required to report an account when payment behavior is inconsistent? Equifax requires its Data Furnishers report full files on a monthly basis.

Step Two: Complete Our Onboarding Process

- **What documentation is required for onboarding?**

To establish membership with Equifax you must complete an Application for Service, which contains questions about your business, and sign our Data Agreement, which details each of our responsibilities in managing the transmission and care of consumer data.

- **Where should onboarding information be submitted?**

The Application for Service must be completed online via a link that will be sent by our data furnisher relations team. The team will also send a PDF version of the Data Agreement for you to print, sign, scan and email back to the team member who sent it to you.



Reporting your data to Equifax supports the development of comprehensive consumer credit profiles, which benefits both consumers and the greater business community.

How long does the decision process take?

The onboarding process can take several weeks, primarily due to our scheduling and completion of an onsite inspection of your place of business. We suggest that you identify a single point of contact within your organization to ensure timely responses to requests from our data furnisher relations team.

- **How will our business be notified of your decision?**
A member of our data furnisher relations team will contact you once our onboarding process is complete.

Step Three: Reporting Registration and Set Up

- **How do we register to report if we are planning on sending our records directly to Equifax?**
If you will be sending your file directly to Equifax, please register to report by calling 1-888-202-4918. During the call, you will need to provide your Equifax member number. An Equifax representative will discuss the method of transmitting the data file, providing you with a setup form and any necessary instructions.
- **How do we register a third party processor to send our file?**
If you are having a third party processor submit your data, please provide them with the Equifax member number you received during onboarding. Your processor in most cases will already have registered to report data with us, but a data furnisher relations team member can assist if this is not the case.

Step Four: Testing

- **Where do we send the test file?**
Once you have registered to report data, you will be contacted by a data furnisher relations team member with instructions on how to submit a test file.
- **What is involved in the testing process?**
Once we receive the first test file from you or your third party processor, it will be reviewed by our data management team. A data analyst will process your file and send you samples that reflect how the data will be displayed on the database. When the display has been adjusted to your satisfaction, you will be asked to sign and return a Data Authorization form which enables us to post the data on our database.
- **How long does set up usually take?**
The average set up time for new users, including testing, is typically four to six weeks.

Step Five: e-OSCAR Registration

- **What is e-OSCAR?**
e-OSCAR is a web-based, Metro2® compliant, automated system that enables data furnishers and credit reporting agencies to respond to consumer credit history disputes.
- **How do we register for e-OSCAR?**
For more information on e-OSCAR, including registration instructions, please visit <http://www.e-oscar.org/>.

Step Six: Data Reporting

- **What type file is required?**
Files must be submitted in the Metro2® format, and all files must be transmitted electronically.
- **How often should I report my accounts to Equifax?**
Equifax requires all furnishers to submit their credit data on a regular monthly basis coinciding with your billing cycle. This can be performed at any time within the month.
- **Are there any specific data requirements?**
Data must be submitted in accordance with the current Equifax reporting guidelines. We do not accept many types of data related to future services (gym membership fees, for example) or non-credit related data. A data furnisher relations team member or data analyst can answer any specific questions you might have on this topic.
- **What other options are available to update an existing consumer credit account on your database?**
Information can be updated by submitting Automated Consumer Dispute Verification forms (ACDVs) and Automated Universal Data forms (AUDFs) via e-OSCAR. For more information on e-OSCAR, please visit <http://www.e-oscar.org/>.

Additional Support and Resources

- **Who should I contact if I have questions about reporting my data?**
Please refer to our Guidebook for Prospective Data Furnishers on our website for further contact information.

CONTACT US

800-879-1025
equifax.com/business

