

Understanding Security Freezes and Credit Locks

A Guide for Business Customers and Partners

This quick reference provides ways to support your consumers with a credit freeze or locked credit report at the time of acquisition.



Security Freeze

This state-regulated capability is initiated by the consumer and utilizes a PIN-based system to lift the freeze. A security freeze must be temporarily or permanently lifted to allow a creditor access to the consumer's credit file for new credit or insurance transaction.



Credit Report Lock

Locks are mobile-enabled and use identity verification techniques such as user names, passwords and Touch ID technology. This service provides consumers with the ability to lock and unlock their credit file via website, mobile device or phone call.



Best Practices in Handling a Locked or Frozen File

1. Before beginning any new credit or insurance transaction, ask the consumer if they have frozen or locked their credit file.
2. They must unlock or unfreeze their file before you begin the new transaction.
3. If they are unsure which action they have taken, here are some questions to ask:
 - Were you given a unique 10-digit PIN when you registered for the service? (freeze)
 - Did you sign up online through Equifax after September 2017? (lock with TrustedID)
 - Did you sign up for the service since February 1, 2018 through Equifax? (lock with Lock & Alert)
 - Did you sign up for the service through a different vendor or credit reporting agency? (many other companies offer credit locking services)
4. Reference the links in the next column or the visuals on the next page if they need help.

HELPFUL RESOURCES

Equifax

www.equifax.com
888-548-7878

Security Freeze

www.freeze.equifax.com
800-685-1111
800-349-9960 (NY residents)

TrustedID Premier

www.trustedid.com

Lock & Alert

<https://lockandalert.equifax.com>

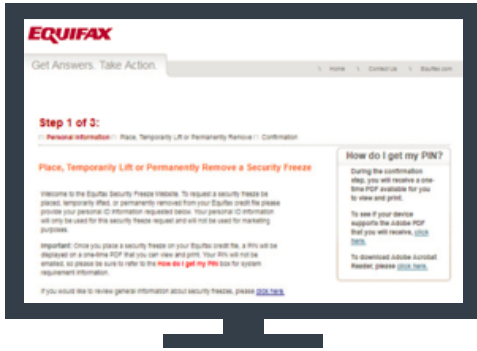


Experian

www.experian.com
888-397-3742

TransUnion

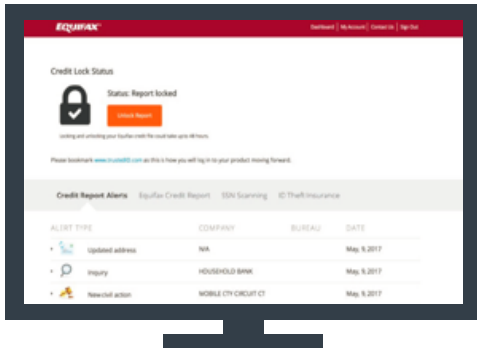
www.transunion.com
800-680-7289



Credit Freeze

1. Consumer logs in to www.freeze.equifax.com and enters the 10-digit PIN they received at time of set up. If they do not have the PIN easily accessible, there are instructions to retrieve it on the website.
2. Once the consumer enters the required information online, they can then choose to temporarily or permanently remove it or provide access to a specific lender.
3. If the consumer chooses to provide access to specific lenders, Equifax will provide the consumer with one or more 4-digit PINs that the consumer will give the lender to gain temporary access.

PLEASE NOTE: Freezing/unfreezing can be done online or via phone as long as the consumer remembers their PIN. If the consumer loses their PIN, they must verify their identity before the Credit Reporting Agency will send a new PIN.

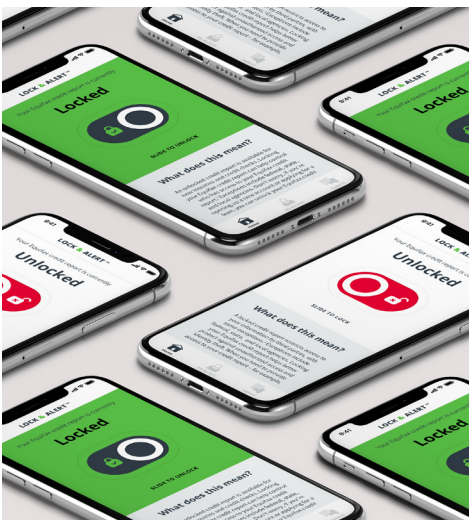
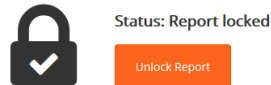


TrustedID®

Credit Lock with TrustedID Premier

1. Direct the consumer to visit www.trustedid.com and enter log in information.
2. The consumer will need to click “Unlock Report.”
3. Once the report is UNLOCKED, the creditor will be able to then gain access to their credit file.

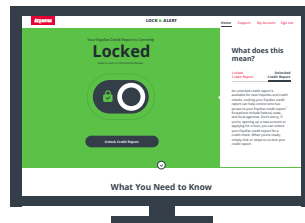
Credit Lock Status



LOCK & ALERT™

Credit Lock with Lock & Alert

1. Consumers can access Lock & Alert via the mobile app or online at <https://lockandalert.equifax.com>.
2. The consumer will need to click the icon to unlock their file.
3. Once the report is UNLOCKED, the creditor will be able to then gain access to their credit file.



PLEASE NOTE: If the consumer has a credit freeze on their Equifax credit report, they can replace the freeze with a lock through Lock & Alert.