

**From:** Jill Marshall  
**Sent:** Thursday, July 08, 2004 6:32 PM  
**To:** FACTAscoringstudy  
**Subject:** FACTA Scores Study

July 8, 2004

Federal Trade Commission  
Washington, DC

To Whom It May Concern:

I am writing to comment on discrimination caused by insurance companies and other entities who use credit scoring to determine insurance and interest rates.

I have a credit history of 16+ years and my husband has a credit history of 20+ years. We both had excellent credit until three years ago when our small business took a nose dive. We eventually had no other choice but to close our print shop and file for both personal and business bankruptcy. This was one of the most difficult decisions we have ever made but finally accepted that the bankruptcy law was intended for people in our exact situation. We did not run up our credit cards or take out loans so that we could live a life of luxury. We did everything we could to stay afloat in horrific financial times, hoping that someday we would be able to live the "American Dream" and become a financially stable company.

We would be the first to admit that we made some mistakes along the way. We didn't keep our personal and business expenses completely separate. We were young and hopeful, and our business was personal. We have learned some very difficult lessons along the way and know that if we were to ever take that plunge again, things would be very different.

But could we ever take that plunge again? At this point, we seriously doubt it -- due to the fact that companies are now able to look at our credit scores to base their decision of whether or not to even grant us credit, employ us, or even determine what our interest rate would be.

I went through our credit reports just this week and found numerous mistakes, in addition to those items, specifically bankruptcy, that has put our FICO scores in the tank. We are in the process of repairing what we can and understanding that our credit score will never be what it once was.

However, I truly believe that we are not our credit score. We have faced some unfortunate situations and we will go on. We know that things will be more difficult for us in the future -- purchasing a car, buying a different home, applying for a credit card, etc. But to unfairly determine to deny us credit or offer it only at an enormous interest rate because of a failed business situation is discrimination.

I demand that companies, banks, employers, etc. stop discriminating against my family because of my or my husband's credit score. We've been through enough trauma in just losing our dream and having to start all over again.

I appreciate this opportunity to express my views and your cooperation.

Sincerely,  
Jill Marshall