

From: Terry S. Jones
Sent: Tuesday, July 06, 2004 10:41 AM
To: FACTAscoringstudy
Subject: FACTA Scores Study

Good Morning!

I wish to express my concerns about Credit Scoring and the use of Credit Bureaus to determine my credit rating.

Credit Bureaus are very difficult to deal with. They answer written letters with computer form letters which are very hard to understand. (I do not call them as I do not have the patience to wait for long periods of time on hold and I want my submissions and responses to be in writing.)

EXPERIAN is a good example. I obtained a credit report from them and the report listed me as living at a location I have never lived. They also refused to change my employer from a firm to retired. They refused to correct these items and after two letters, I gave up.

My main complaint is that as an individual, I have no control over firms requesting a credit report. But with each credit report provided by these Credit Bureaus my credit score goes down. This is just plain stupid, and has no basis other than to penalize the consumer.

Thank you for your consideration of my comments above,

Terry S. Jones

Texas