

From: Kenneth E Leggett

Subject: Study on Credit Bureaus Handling of Disputes

Date: Sep 12, 2004

Proposal: Notice of Study and Request for
Information - Fair and Accurate Credit Transactions of 2003 (FACT Act)
Document ID: OP-1209
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Comments:

@@@I am currently in the same boat as many of the others who have submitted information. I find the big 3 credit bureaus to be uncaring and completely dishonest to a lot of consumers. I for one recently submitted a dispute to Experian for the first time ever. 3 of the 5 disputes came back as "previously investigated". On what merit I have no idea. I never submitted anything to them previously nor had I ever had any contact whatsoever with experian. So how it was previously investigated I have no idea. That is only the tip of the iceberg.

If you have any information on your credit report that doesn't belong it is next to impossible to get it off. Why should the consumer invest hours upon hours into tracking down the correct information not to mention the amount of money the average person has to spend with certified mail etc, only to have the credit reporting agency tell you it was previously investigated and they will not review it anymore. Something has to be done to allow the consumers in this country more control. It is absurd to give these 3 the absolute right to deny you your basic rights granted by Federal law. THEY DO NOT investigate as they say they do. They re-age accounts to make it appear as if it just happened when in fact it happened 6 years ago. This is obviously against Federal Law however it makes no difference. The average consumer has no time to fight a court case against a \$400 an hour lawyer. I have undeniable proof that this is occurring and it needs to stop.

I think it is time that the Credit reporting agencies be held accountable and receive some more oversight by the Federal Government if they are going to be allowed to ruin our lives at the mere push of a button. I also disagree with them being able to send our personal information overseas to be worked in a call center in India. I strongly feel that this is a direct conflict for me. I do not want my personal financial information being in another country. Thank you for your time in this matter. I hope to gain some rights as a consumer against the big 3 once your investigation is completed.
