

From: Thomas N.

Subject: Study on Credit Bureaus Handling of Disputes

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

@@@Comments on Docket No. OP-1209: for the Study on Investigations of Disputed Consumer Information Reported to Consumer Reporting Agencies.

I have personally found it to be very frustrating and difficult to have inaccurate information removed or corrected on my credit reports. It appears that when I contact the credit reporting agencies informing them of inaccurate data, the credit reporting agency 'verifies' it and refuses to investigate it again even when further documentation is submitted. This has happened several times over the past few years.

Here's one example. About 9 months ago a junk debt buyer/collection agency (Commonwealth Financial Services in Scranton, PA) requested a copy of my credit report. They then proceeded to send me a letter threatening to sue if I did not contact them within 10 days of the DATE of the letter, even though they actually mailed it out 2 weeks AFTER the date on the letter. This was my first and initial contact with Commonwealth Financial Services / Northeast Credit Collections in Scranton, PA. When I disputed this online via the credit bureau's websites, it was 'VERIFIED' the EXACT SAME DAY that my first dispute was SUBMITTED. I had also sent them a verification letter well before disputing it within the first 30 days of initial contact, and they continued to 'verify' with Equifax and TransUnion, failed to remove the account until providing me proof that the debt was mine (which it wasn't), and Equifax and TransUnion refused to reinvestigate it, saying that it was already 'previously verified.' It is STILL sitting on my credit reports despite my continued requests for proof that the debt is mine. It has NOT been removed as it should be per the FDCRA, and Equifax and TransUnion have done nothing to help this mess. Each side blames the other for the 'mistakes,' and no one is willing to help me get this removed.

Why should I have to go through ALL this hassle to clean up gross inaccuracies on my credit report? In my mind, neither the credit reporting agency nor the collection agency put out any effort to VERIFY the data even when I TOLD THEM

IT WAS WRONG--shouldn't the burden of proof be on them rather than me?

I have run into several other similar situations with Experian. Congress and all state representatives need to offer better protection to consumers from opportunistic collection agencies and impersonal, dictating credit bureaus and return the burden of proof to the companies who report the data and try to illegally collect on invalid debts. Thanks for considering these comments.

Thomas N.; Orlando, FL

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