

Interviewing Guide for In-Depth Review of Credit Reports

Interview Format for Credit Report Reviews with Households

Header information

First, have you had any recent changes in your name, address, or job that is not reflected in your (TransUnion/Experian/Equifax) credit report?

yes (specify)
no

Your (TransUnion/Experian/Equifax) credit report lists your name as (name). Is (name) the name you currently use for your credit accounts.

yes
no

Is your name spelled correctly?

yes
no

The credit report also lists other names. *Read names.* Have you used these names for credit accounts in the past?

yes
no

Have you used any other names for credit accounts during the last seven years?

yes
no

What names have you used?

Is your current address (address)?

yes
no

The credit report also lists previous addresses. *Read addresses.* Have you previously lived at these addresses?

yes
no

Have you had any other previous addresses in the past seven years?

yes
no

How many previous addresses have you had in the past seven years?

number _____
don't know
refused

Is (employer name) your current employer?

yes
no

Is (year) the year of your birth?

yes
no

To make this review of your credit report as easy as possible for you, we would like to start with identifying the forms of credit you are currently using. Please feel free to refer to any other documents or files you may have in your house that may assist you in providing us with accurate information on your credit relationships.

Mortgages

Prior to phone call, interviewer prepares a list of mortgages extracted in credit report.

R has outstanding mortgages shown in credit file ⇒ go to Q3

R does not have outstanding mortgages in credit file ⇒ go to Q1

1. In the screening interview you said that you (own/rent) your home. Is this correct?

R owns ⇒ go to Q2

R rents ⇒ go to Q7

2. Do you currently owe mortgage debt?

yes ⇒ go to Q5

no ⇒ go to Q7

3. Your (TransUnion/Experian/Equifax) credit report shows (number) mortgages with outstanding balances, including second mortgages and home equity loans or lines of credit. A (amount) current balance with (lender), and ... [read additional mortgages.]

4. Do you have any (other) mortgages with outstanding balances?

yes ⇒ go to Q5

no ⇒ go to Q6

5. Is the mortgage debt you owe listed anywhere on your (TransUnion/Experian/ Equifax) credit report?

yes ⇒ Ask Q5a.

no ⇒ Go to Q7.

a. Which loan is your mortgage debt? (Write in lender's name.) Are there any other mortgage debts listed in this credit report?
b. Does the balance on (date) look about right? If "no," ask - What is the problem?
c. The credit report shows that the account (was xx days/was not) past due on (reporting date). Is this correct? If "no," ask - What was the status of the account?
d. The credit report shows that the account was (number) times past due in the last 6 months. Is this correct? If "no," ask - Were there fewer delinquencies or more delinquencies than (number) in the last 6 months?

6. We would like to ask a few questions about outstanding mortgages not included in the credit report.
What was the ...

a. lender's name?
b. the date the mortgage was taken out?
c. the monthly payment?

d. the original amount taken out?

e. the current amount outstanding?

R has closed mortgages ⇒ go to Q7

R does not have closed mortgages ⇒ go to Q8

7. Your (TransUnion/Experian/Equifax) credit report shows (number) mortgages that have been closed. A mortgage with (lender), and ... [List additional mortgages.]

Record information from credit report prior to interview.

Lender name

Date closed

Loan status at closing

- a. Is the loan with (lender) closed?
b. The credit report shows that the account was (current/xx days past due) at the time of closing. Is this correct?

If foreclosure or charge off, ask

- c. The credit report shows that the loan was (foreclosed/charged off). Is that correct?

Auto loans

Prior to phone call, interviewer prepares a list of current auto loans extracted from the credit reports.

R currently owes auto debt ⇒ go to Q8

R does not currently owe auto debt ⇒ go to Q9

8. Your (TransUnion/Experian/Equifax) credit report shows (number) auto loans with outstanding balances. A (amount) balance with (lender), and ... [List additional auto loans.]

Record information from credit report prior to interview.

Lender name

Current balance

Original balance

Date opened

Monthly payment

Delinquent or reporting date

Currently delinquent (indicate duration)

Times past due in last 6 months

For each loan listed in the credit report, ask:

- a. Do you currently have a loan with (lender)?

If "no," ask - Have you never had a loan with (lender), or has the loan been closed?

- b. Does the balance on (date) look about right?

If "no," ask - What is the problem?

- c. The credit report shows that the account (was xx days/was not) past due on (reporting date). Is this correct?

If "no," ask - What was the status of the account?

9. Do you have any (other) auto loans with outstanding balances?

yes ⇒ go to Q10

no ⇒ go to Q12

10. Is the auto loan you owe listed anywhere on your (TransUnion/Experian/ Equifax) credit report?

yes ⇒ go to Q10a

no ⇒ go to Q11

a. Which loan is your auto debt? (Write in lender's name.) Are there any other auto loans listed in this credit report?
b. Does the balance on (date) look about right? If "no," ask - What is the problem?
c. The credit report shows that the account (was xx days/was not) past due on (reporting date). Is this correct? If "no," ask - What was the status of the account?
d. The credit report shows that the account was (number) times past due in the last 6 months. Is this correct? If "no," ask - Were there fewer delinquencies or more delinquencies than (number) in the last 6 months?

11. We would like to ask a few questions about outstanding auto loans not included in the credit report.
What was the ...

a. lender's name?
b. the date the loan was taken out?
c. the monthly payment?
d. the original amount taken out?
e. the current amount outstanding?

R has closed auto loans ⇒ go to Q12

R does not have closed loans ⇒ go to Q13

12. Your (TransUnion/Experian/Equifax) credit report shows (number) auto loans that have been closed. A loan with lender X, and ... [list additional likely car loans.] Is this correct?

<i>Record information from credit report prior to interview.</i> Lender name Date closed Loan status at closing
a. Is the loan with (lender) closed?
b. The credit report shows that the account was (current/xx days past due) at the time of closing. Is this correct?

If repossession or charge off, ask

c. The credit report shows that the (auto was repossessed /loan was charged off). Is that correct?

Other closed-end instalment loans

Prior to phone call, interviewer prepares a list of other outstanding closed-end instalment loans extracted from the credit reports.

R currently owes other instalment debt ⇒ go to Q13

R does not currently owe auto debt ⇒ go to Q14

13. Your (TransUnion/Experian/Equifax) credit report shows (number) other loans with regular monthly payments with outstanding balances. A (amount) balance with (lender), and ... [*List additional other closed-end instalment loans.*]

Record information from credit report prior to interview.

Lender name
Current balance
Original balance
Date opened
Monthly payment
Delinquent on reporting date
Currently delinquent (indicate duration)
Times past due in last 6 months

For each loan listed in the credit report, ask:

a. Do you currently have a loan with(lender)?

If "no," ask- Have you never had a loan with (lender), or has the loan been closed?

b. Does the balance on (date) look about right?

If "no," ask - What is the problem?

c. The credit report shows that the account (was xx days/was not) past due on (reporting date). Is this correct?

If "no," ask - What was the status of the account?

14. Do you have any (other) loans with regular payments with outstanding balances?

yes ⇒ go to Q15

no ⇒ go to Q16

15. Is the loan you owe listed anywhere on your (TransUnion/Experian/ Equifax) credit report?

yes ⇒ go to Q15a

no ⇒ go to Q16

<p>15a. Which loan is it? <i>(Write in lender's name.)</i> Are there any other loans listed in this credit report?</p>
<p>b. Does the balance on (date) look about right? <i>If "no," ask - What is the problem?</i></p>
<p>c. The credit report shows that the account (was xx days/was not) past due on (reporting date). Is this correct? <i>If "no," ask - What was the status of the account?</i></p>
<p>d. The credit report shows that the account was (number) times past due in the last 6 months. Is this correct? <i>If "no," ask - Were there fewer delinquencies or more delinquencies than (number) in the last 6 months?</i></p>

16. We would like to ask a few questions about other outstanding regular payment loans not included in the credit report.

What was the ...

a. lender's name?
b. the date the loan was taken out?
c. the monthly payment?
d. the original amount taken out?
e. the current amount outstanding?

R has closed other closed-end installment loans ⇒ go to Q17

R does not have closed other closed-end installment loans ⇒ go to Q18

17. Your (TransUnion/Experian/Equifax) credit report shows (number) regular payment loans that have been closed. A loan with (lender), and ... [List additional *closed-end installment* loans.]

<p><i>Record information from credit report prior to interview.</i> Lender name Date closed Loan status at closing</p>
<p>a. Is the loan with (lender) closed?</p>
<p>b. The credit report shows that the account was (current/xx days past due) at the time of closing. Is this correct?</p>

Credit cards

Prior to phone call, interviewer prepares a list of current credit cards extracted from the credit report.

R has credit cards with outstanding balance => go to Q18

R does not have credit cards with outstanding balance => go to Q19

- 18. Your (TransUnion/Experian/Equifax) credit report shows (number) credit card accounts with outstanding balances reported. A \$xxx,xxx balance with lender 1, and ... [List additional credit cards as a separate attachment.]

<i>Record information from credit report prior to interview.</i> Lender name Credit limit Current balance Past due on reporting date (indicate duration) Times past due in last 6 months
Does the balance owed at (date) look about right?
The credit report shows that the account (was/was not) past due on (date). Is this correct?
The credit report shows that the account was x times past due in the past xx months. Is this correct?

R has open credit card accounts that were reported in the last 12 months => go to Q19

R does not have open credit card accounts that were reported in the last 12 months => go to Q20.

- 19. Your (TransUnion/Experian/Equifax) credit report shows (number) of other credit card accounts that have been reported to the credit bureau in the last 12 months. A credit card with (lender), and ... [List additional credit card accounts.]

<i>Record information from credit report prior to interview.</i> Lender name Credit limit Past due on reporting date (indicate duration) Times past due in last 6 months
The credit report shows that the account (was/was not) past due on (date). Is this correct?
The credit report shows that the account was x times past due in the past xx months. Is this correct?

- 20. Your (TransUnion/Experian/Equifax) credit report shows (number) credit cards that have been closed. A loan with lender X, and ... [list additional cards as an attachment.] Is this correct?

Issuer names
Was this card paid off?
The credit report shows that the account was past due at the time of closing. Is this correct?
If charged off: The credit report shows that the card was charged off). Is that correct?

Credit inquiries

21. Your credit report shows (number) of requests by lenders to review your credit history in connection with a loan application.

<i>Record information from credit report prior to interview</i> Lender name Date of inquiry
a. Did you apply for a loan at (lender) in (month, year)?

Collections

22. Your credit report shows (number) of collection items.

<i>Record information from credit report prior to interview</i> Collection agency Original creditor Original amount Balance Date of last report
a. Were you contacted by a collection agency about a balance that (creditor) claimed you owed?
b. The credit report indicates that (the claim was paid/xx is still owed). Is that correct?
<i>If "no" in Q22b, ask</i>
c. What is the not correct? (specify)
<i>Check for possible duplications in items and review with respondent.</i>

Public records

23. Your credit report shows (number) of public record items.

<i>Record information from credit report prior to interview</i> Type of public record Date filed Plaintiff Claim amount Resolution Date resolved
a. Did you have a (type) on (month/year)?
<i>b. Ask whether the item was resolved as indicated.</i>
<i>If "no" in Q22b, ask -</i>
c. What is the not correct? (specify)
<i>Check for possible duplications in items and review with respondent.</i>

Is there any thing else in your credit reports that you would like to discuss?