



## Equifax Customer Service

As a credit reference agency we collect public and credit data to produce credit reports and credit scores. These are then used by responsible lenders to make decisions about whether to give someone credit. But did you know you also have the right to access your personal credit information?

### Your statutory rights include the right to:

- Receive a copy of your Statutory Credit Report within 7 working days of Equifax receiving your application and payment
- Dispute inaccurate information on your credit file
- Have errors corrected within 28 days.

Under the Data Protection Act (1998) Equifax is permitted by law to charge you **£2** for each request you make for your **Statutory Credit Report**.

### Apply online for your Statutory Credit Report

Click on the Equifax Weblink link below to order your statutory report online.

[https://www.econsumer.equifax.co.uk/consumer/uk/gb\\_consumerletter.ehtml](https://www.econsumer.equifax.co.uk/consumer/uk/gb_consumerletter.ehtml)

### Apply by post for your Statutory Credit Report

Complete the [Credit File Application Form](#) and send it to the address below. Be sure to include your full name, address and most recent former addresses (up to six years) for file matching purposes. Please include a personal cheque made payable to Equifax Plc.

Equifax Plc.  
Credit File Advice Centre  
PO Box 1140  
Bradford  
BD1 5US