

S	Understand all accommodations being offered so you can drive definitions of furnishing use-cases and ensure detailed documentation.
	Establish strong controls and testing to validate the accuracy before transmitting data to the CRAs.
	Validate how your data is interpreted and posted to consumer files at the CRAs.
	Determine how accounts should be reported AFTER the accommodation period ends.
	Proactively educate and communicate with borrowers.
	Consider alternatives for receiving disputes and communicating to consumers.
	Implement analytics to support more efficient dispute handling.

Define Use Cases

AFTER defining accommodations, determine how you will furnish data:

Account Status, Special Comment Codes and other Metro 2[®] file data elements.



Consider all the potential scenarios – what if the account...

- ... is paying as agreed?
- ... is currently delinquent?
- ... files bankruptcy during the accommodation period?

What types of accommodations are you offering to borrowers?

- Deferrals?
- Forbearances?



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Bridgeforce 8-Stage Reporting Validation Process

Data Furnishers

Pre-Transmission Controls



Pre-transmission review of certain file statistics

Stage 2

Quarterly evaluation of the reporting criteria, data mapping, and conversion from the core system to the Metro 2® file

Stage 3

Quarterly evaluation of the actual reporting file, to confirm that each of the fields are reporting in the correct byte # or position # on the file

Stage 4

Inclusion of consumer reporting processes and file criteria in all regression testing plans





Post-Transmission Controls

Stage 8

Periodic evaluation of a sample of records to assess the data as it appears on the credit bureau to confirm data is mapped correctly

Stage 7

Annual data audit with each CRA to identify opportunities for enhancement

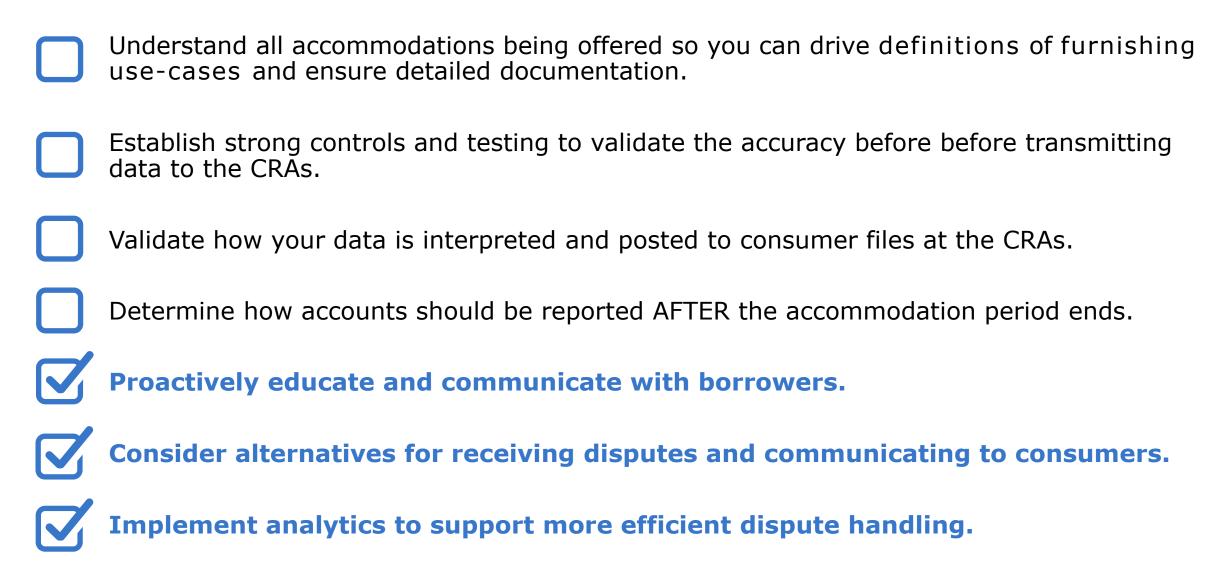
Stage 6

Review of CRA-generated statistics report (aka Reject & Error)

Stage 5

Post-transmission confirmation (e.g., # of records)

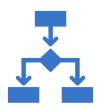




Successfully Handling the Increasing Disputes Volumes



Response to and education of customers



Alternative channels for handling disputes



Analysis of disputes



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Thank You.

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