



**20**  
YEARS  
STRONG

# Leading Strategically: Best Practices for Credit Reporting and Disputes During COVID-19

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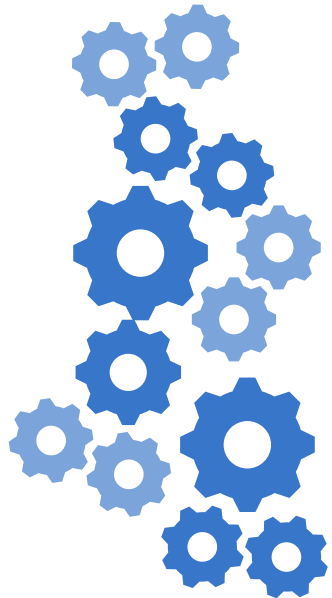
May 27, 2020

# Furnishers' Checklist

- 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?**

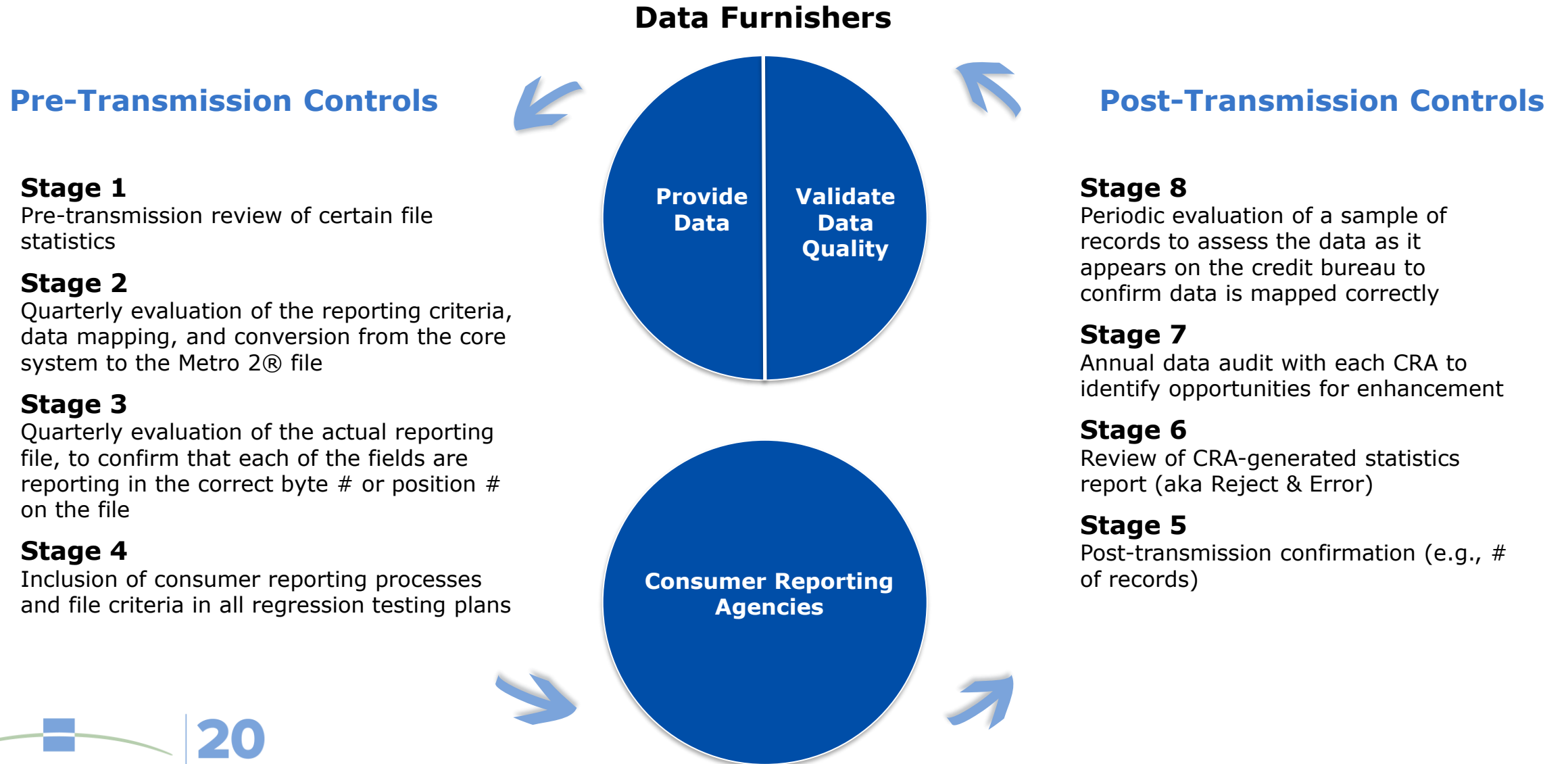
Deferrals?

Forbearances?

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# Bridgeforce 8-Stage Reporting Validation Process



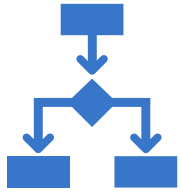
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# Successfully Handling the Increasing Disputes Volumes



Response to and education of customers



Alternative channels for handling disputes



Analysis of disputes

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# Thank You.

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