

# Frequently Asked Questions (FAQs)

## 1. **What is Credit Information Report ('CIR')?**

Your Credit Information Report ('CIR') contains detailed information of your credit/loan history, including identity information, credit accounts, loans, payments, recent enquiries and credit score.

## 2. **What does your Credit Score mean?**

Credit Score is a numeric summary derived from your repayment history of previous or existing loans and credit cards and from the enquiries performed by banks & financial institutions based on your loan application. Your Credit Score is based on the information in your credit information report. Higher the score, the more favorably it is viewed by banks and financial institutions.

## 3. **How often is the information in the Experian CIR updated?**

In general, members such as banks, financial organizations forward consumer credit information to Experian Credit Information Company of India Private Ltd ('Experian') on a monthly basis. The day of the month that each individual member sends updates varies. In other words, Experian might receive an update from member A on the first of every month and from member B on the 11<sup>th</sup> of every month, etc. Ideally, the Experian CIR is updated on a monthly basis post receiving credit data from members.

## 4. **Will my Credit Score change when the Credit Report gets updated?**

Credit Score changes over time, as your circumstances change. For example, paying off a loan could result in a higher credit score, while missing several repayments could reduce it. Every Credit Information Company/Credit Bureau has a separate range for credit score. There is no standard cut-off for a good score for a loan application.

Lenders set different thresholds for accepting a credit/loan application. These thresholds can also vary according to the type of credit/loan you want, so you could be accepted for a home loan application but your application for a personal loan may be rejected. Lenders may grant someone credit for a credit score of "X" when another bank/lender refuses.

## 5. **How is Experian Credit Score different from score provided by other bureaus?**

As part of the global Experian organisation, Experian has more than 30 years' experience of managing bureau data, adding intelligence to that data and delivering scoring solutions. The Experian score is developed with the information received from the bureau members such as banks, financial organizations. This data universe may or may not be the same to the data available to other credit bureaus/credit information companies. In addition, each credit bureau/credit information company may use different data samples and techniques to derive their bureau credit score. Therefore, bureau credit score provided by each of the credit bureau / credit information company have unique meaning.

## 6. **Whom do I contact if I have any question about the information in the Experian Credit Information Report or if I want to highlight & resolve any discrepancy in the Experian Credit Information Report?**

To get immediate answer to any of your question with regards to information in the Experian Credit Information Report, please also refer to the "Know Your Experian Credit Information" leaflet. This leaflet provides detailed explanation about each field on the Experian Credit Information Report.

[Link to "Know Your Experian Credit Information" leaflet](#)

You can contact Experian via phone at 022 6641 9000 or email at [consumer.support@in.experian.com](mailto:consumer.support@in.experian.com) or you can visit our website [www.experian.in](http://www.experian.in) if you want to highlight & resolve any discrepancy in the Experian Credit Information Report.

**7. Whom do I contact if I have any question about the process of getting my Experian Credit Information Report from the Fullerton website?**

You can contact Fullerton via phone at 1800 103 6001 (toll-free) or email at [namaste@fullertonindia.com](mailto:namaste@fullertonindia.com)

**8. Will the CIR be emailed to me?**

The CIR will be emailed to you only if your email address is updated in Fullerton's database. If not, you have to download online and save a copy of CIR on your system.

**9. Will the hard copy of CIR be send to me through post?**

No, hard copy of CIR will not be sent.

**10. How can I save my CIR report?**

To save the CIR report please click on "File" on the left hand corner of the report, then select "Save as" or press CTRL+S and save the file on your computer in the desired name and location.