

**DESCRIPTION OF PROCEDURE**

This communication provides only general information regarding the LexisNexis® Risk Solutions (LexisNexis) dispute procedure.

*Please note if you have disputed information in your LexisNexis file and your identity has been authenticated, you will receive a follow up letter with the specific results of your dispute once the reinvestigation is complete.*

The LexisNexis dispute procedure includes engagement with the source of the data regarding the disputed item, a complete reinvestigation of the disputed item with the source and a notice containing the results and findings mailed to the consumer.

The following information is returned to the consumer at the conclusion of the reinvestigation.

- Reason for the consumer disputing the data
- Results of reinvestigation including:
  1. Identification of the source of the data including
    - The name of the data source
    - The address/location of the data source
    - The phone number of the data source
  2. Notice of the data being verified as accurate, notice of data correction, or notice of data being removed.
- A current copy of consumer's file with the most up to date data.

LexisNexis reviews all relevant information provided by a consumer regarding disputed items in their file. If the consumer provides source-based evidence proving their position, LexisNexis will include this information in its reinvestigation procedure.

Examples of sources LexisNexis would contact regarding a consumer's dispute are provided below:

For disputes related to Liens:  
LexisNexis Risk & Information Analytics Group Inc.  
1900 NW Expressway, Suite 1600  
Oklahoma City, OK 73118  
1-800-728-0927 x6316

For disputes related to Bankruptcies:  
PACER Service Center  
PO Box 780549  
San Antonio, TX 78278  
1-800-676-6856 or 1-210-301-6440

Please visit us at <https://consumer.risk.lexisnexis.com> to learn more about the personal information LexisNexis Risk Solutions maintains about you in accordance with the Fair Credit Reporting Act.

**Further Information**

If you have any further questions, you may contact the LexisNexis Risk Solutions Consumer Center via email at [Consumer.Documents@LexisNexis.com](mailto:Consumer.Documents@LexisNexis.com) or by phone at 888-497-0011. The LexisNexis Risk Solutions Consumer Center hours of operation are Monday – Friday from 8:00 A.M. to 7:00 P.M. Eastern Time. In an effort to protect your privacy and deliver prompt service, please have your Case Number (located at the top of this letter) accessible when you call our support number.