

NCS Program FAQ

(Frequently Asked Questions from Our Clients)

Q. What if I move while I'm in the program? Do I just call and give you my new address?

A. Anytime your **mailing** address changes, we will need to update the credit bureaus with two proofs of your new address. If the move is planned, it's a good idea to call us in advance of the move, if possible, so that we can go over all options with you.



Q. Does National Credit Solutions pull my credit every month and let me know if my scores have improved?

A. Because pulling certain reports can affect your credit scores by putting inquiries on your report, we recommend that our clients utilize a credit monitoring service. There are several good ones out there; however, we recommend using CreditKeeper because it's easy to use and very competitively priced. The first 30 days are free; after that, the charge is \$9.99 per month. You can find CreditKeeper at www.creditkeeper.com.



Q. Now that I'm in your program, who will I be working with?

A. National Credit Solutions has a Client Services Department that will assist you throughout the program. You can also contact your Consultant at any time, or any of the managers. You should find contact information included in the Welcome Package. We encourage you to contact us at any time with any questions or concerns.



Q. My consultant said that I would be receiving "results" in my mailbox. What are these and what do they look like?

A. Results are responses to our audits from Experian, Equifax and TransUnion. Because these responses may contain confidential information, they typically come in nondescript envelopes. You should see these responses in your mailbox in *approximately* 30 to 45 business days from the date mailed from National Credit Solutions. Please see examples of these envelopes in your Welcome Package.



Q. Why am I being asked to open credit accounts while in your program? I really don't want any new accounts.

A. There is more to raising credit scores than merely removing derogatory accounts. We want to make sure that you have a healthy mix of credit and are using that credit in order to maximize your credit scores. NOTE: Some of our clients may not need additional tradelines. Please see the chart below for an explanation of factors that affect your credit scores.



Factors That Influence Your Credit Score*

Payment History- 35% of the score

- Severity- How bad are the delinquencies?
- Recency- How recent are they?
- Frequency- How many times did it occur?

Amount owed- 30% of the score

- Large outstanding balances on installment accounts
- The ratio of balances to credit limits on revolving accounts

Length of credit history-15% of the score

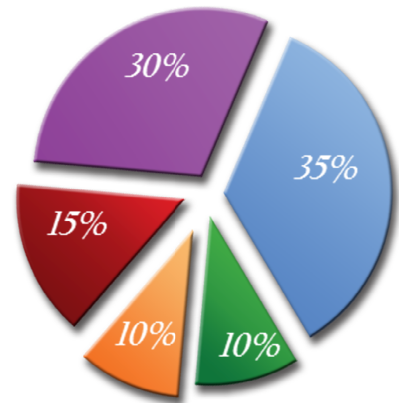
- Age of trade lines (the age of the oldest account, the average age of account, or both)

New credit- 10% of the score

- Number of inquiries and new account openings

Types of credit used- 10% of the score

- Number of trade lines reported for each type: Bankcards, retail, department store, installment loans, etc.



*For a more detailed explanation, see The 5 FICO Score Ingredients at ScoreInfo.org