



What is Experian Access?

Experian Access is a sophisticated, new Web-based portal providing access to essential credit management tools in one central, online location. Experian Access replaces eSolutions. It provides accurate, current and complete information to acquire new business, manage customers and maximize collections. There are no setup costs, and special software or hardware installation is not required.

What are the benefits of Experian Access?

Experian Access gives you the power to access the exact information you need, whenever you need it.

- User-friendly Web interface
- Access to Experian's File OneSM database of more than 220 million credit-active consumers
- Ability to manage your own users
- Powerful reporting capabilities
- Ability to process batches of up to 5,000 reports
- No additional costs to Experian users

When will I move to Experian Access?

You will be notified via email three weeks prior to your move. You will be renotified one week before and then again the day of the move.

Will I still be able to login to eSolutions once I've moved to Experian Access?

No, once your ID has been moved to Experian Access, you will no longer be able to login in to eSolutions.

Where can I get more information on Experian Access and what this move means to me?

Please go to <http://www.experian.com/access/migration-landing.html> to see information on live Webinars, to download collateral and to access recorded trainings that are available 24-7.

Does my pricing change with my move to Experian Access?

Good news. There is no price increase with the move to Experian Access.

Where do I login to Experian Access?

Once you have been migrated, you can login to Experian Access at www.experian.com/access.login.html. You will use the same login ID and password that you used with the eSolutions portal.

Contact Us**We're Here to Help**

Contact our Support Center to receive assistance with your needs.

Customer Support**1 800 831 5614**

Monday – Friday from 7a.m. to 7p.m.

Phone hours are Central Time Zone

Technical Support**1 800 854 7201**

Monday – Friday from 7a.m. to 8p.m.

Saturday & Sunday from 8a.m. to 5p.m.

Phone hours are Central Time Zone

Email Support

eSupport@experian.com