



# CreditLock - Frequently Asked Questions

## Why should your customers monitor their Experian credit file?

When your customers monitor their Experian credit file, they receive prompt alerts when major changes occur, including when new accounts are added, or inquiries are made. If a customer notices suspicious activity, it could be a sign that their personal information has been compromised.

## What is the difference between Experian CreditLock, a Security Freeze and a Fraud Alert?

With Experian CreditLock, you have greater control over who can view your Credit Report, blocking unwanted inquiries that result in extensions of credit. Locking your Credit Report gives you similar protection to a security freeze, but with additional advantages.

## What value does CreditLock offer my customers?

Adding CreditLock with 1-bureau credit monitoring to your financial wellness offering delivers more security and greater peace of mind to your customers.

## How does CreditLock work?

With the click of a button, your customers can easily lock their Experian credit report in real-time, controlling what companies and organizations can access their information.

## What entities are blocked from viewing a customer's locked report?

The following entities will not have access to your customer's credit report with CreditLock:

- Banks and lenders seeking to establish a relationship with your customer
- Utility companies
- Collection agencies
- Mobile service providers
- Landlords

## What entities **can** view my customer's report when it is locked?

- Potential employers or insurance companies (during the application process only)
- Companies that have an existing credit relationship with your consumer
- Collection agencies
- Government agencies in connection to a child support claim

## Can customers **unlock** their Experian credit file?

Yes. Customers can unlock their Experian credit report as easily as they locked it—with a touch of a button.

## How does CreditLock help minimize the risk of identity theft?

The ability to spot suspicious activity and quickly lock one's credit report helps lower the risk of becoming an ID theft victim.

To learn more about CreditLock from Experian, visit [www.experianpartnersolutions.com/CreditLock](http://www.experianpartnersolutions.com/CreditLock).