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Ask the Biz Brain

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What can be done to correct misinformation that is cited as a reason for rejecting a credit card application? The rejection stated my credit history showed a bankruptcy (which never happened) and when I checked my credit reports they showed my FICO score was 813 and no bankruptcy.

-- Concerned in Cranford

That must have been quite a worrisome rejection letter, and you were smart to investigate this further.

"You can gain some comfort in the fact that your credit reports did not contain the bankruptcy information, but I understand your concerns about erroneous information showing up somewhere else that may eventually find its way to your credit report and subsequently affect your credit score," said Michael Gibney, a CFP with Highland Financial Advisors in Riverdale.

Most likely, the credit card company made a clerical error when processing your report, he said.

Marnie Aznar, a CFP with Aznar Financial Advisors in Morris Plains, said you should attempt to call the credit card company directly because your letters do not seem to have worked. Ask to speak with a manager who could review your application to try to see what went wrong.

She said you should be sure to check your credit report with all three bureaus -- Experian (www.experian.com), TransUnion (www.transunion.com) and Equifax (www.equifax.com) because each may have different information about you.

"If it turns out that there is an error on one of the credit reports, you will need to write a letter directly to the credit agency disputing the error," Aznar said.

If you need assistance with this process, you can log on to the MyFico Web site (www.myfico.com/dispute) for assistance with drafting a dispute letter.

-- Karin Price Mueller