



Thank you for contacting Real ID, Inc. Your initial consumer dispute was provided to us for review and response, in accordance with applicable law and repository rules. However, before we can accurately investigate this situation, you must supply us with all the necessary information to do so.

Our goal is to help prevent unauthorized and impermissible searches of your consumer information and help the repositories maintain complete and accurate information. If you believe an item may be inaccurate, you may request us to investigate and verify the search by such company, as well as the data, and have the applicable repository correct any discrepancies. Note, however, that only inaccurate information may be removed from your report; negative information that is accurate will stay on your credit report as long as governing laws allow.

Please provide us with a written letter, clearly setting forth the following information:

- 1) Your Full Name
- 2) Other Name(s) Used
- 3) Full Address
- 4) Home Phone
- 5) Employer Name & Address
- 6) Your Social Security Number
- 7) Your Date of Birth
- 8) Your Drivers License Number and State
- 9) Details as to what items you believe may be inaccurate
- 10) Details as to why you believe items may be inaccurate
- 11) Details as to the correct information you feel is accurate
- 12) Documents supporting your dispute
- 13) Other details or documents you believe will be helpful in our investigation

Please send your written dispute and attach all required documentation, to Real ID, Inc. at 6444 N Ridgeway Ave, Lincolnwood, IL 60712, Attn: Compliance Department.

Once you submit your written dispute, we will contact the company that requested your consumer or other report and audit their records to confirm whether or not they had authorization and permissible purpose for doing so, and if necessary, the appropriate repository that provided the information as well and request it to verify the accuracy of the information.

The appropriate party will then provide us with a written response and as applicable, documentation supporting their authorization and permissible purpose for requesting your consumer or other report. If necessary thereafter, we will inform the appropriate repository of any changes that should be made to the information or your consumer or other report.

Once we have completed our investigation, we will send you a Resolution Letter, reflecting the results of the investigation, usually within 30 days of receiving your written dispute (Note: mail delivery typically takes 3-5 business days). If for some reason you do not receive anything from us, please contact the ComplyTraq Compliance Department at PH: (800) 884-4397 to follow up.