:experian™

Metric Report™

Increase operational efficiency and improve the customer experience

Be confident in your approach to data quality, but never stop trying to improve. Our reporting solutions can help you assess the accuracy of each Metro 2® submission. Experian's Metric Report™ helps data furnishers address regulatory pressures, improve the customer experience and increase operational efficiencies.

We are committed to ensuring the integrity of the data used to create a consumer's Credit Profile. Our reporting solutions help data furnishers verify the accuracy of the data submitted to credit reporting agencies.

Maintain compliance

The Fair Credit Reporting Act requires that the consumer credit data submitted to credit reporting agencies be correct. Policies and procedures should be in place to ensure data accuracy, and the success of these policies and procedures should be measured continually.

The Consumer Financial Protection Bureau has raised data accuracy standards. As the regulatory environment becomes more demanding, being prepared today for what may come tomorrow is critical. In terms of data accuracy, being prepared means striving for transparency and obtaining a deep understanding of your customer data to continually identify and correct errors.
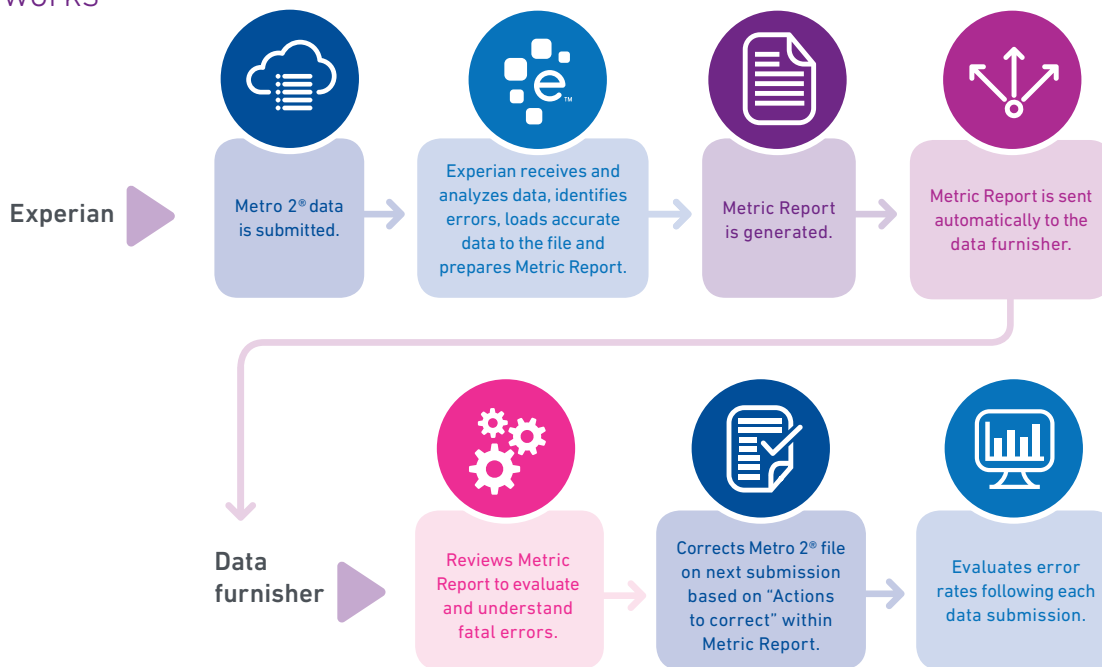
Improve the customer experience

To retain customers and meet the obligations of credit data reporting, data furnishers need to understand their customer data at every level so they can decrease or eliminate errors on a customer's credit report. Without continual insight and awareness into reported data — now and over time — data furnishers may report inaccurate or outdated customer information. As a result, disputes may increase, regulatory scrutiny may become more aggressive and overall negative media coverage may impact an otherwise healthy business.

Operational efficiencies

We strive to make information readily available and easy to access, and we take action to improve on data accuracy measures.

The Metric Report is available to all our data furnishers reporting in Metro 2®. It is provided proactively, on an ongoing basis, to assist in decreasing internal efforts required to track and evaluate the accuracy of consumer credit data submissions.

How it works

Experian

Metro 2® data is submitted.

Experian receives and analyzes data, identifies errors, loads accurate data to the file and prepares Metric Report.

Metric Report is generated.

Metric Report is sent automatically to the data furnisher.

Data furnisher

Reviews Metric Report to evaluate and understand fatal errors.

Corrects Metro 2® file on next submission based on "Actions to correct" within Metric Report.

Evaluates error rates following each data submission.

Benefits

Metric Report is a comprehensive summary of Metro 2® submissions that can help identify and correct errors within a Metro 2® file. This automated, low-cost report is delivered monthly and includes:

- A summary of the base and segments submitted

- Reported Metro 2® metrics (status codes, account types, etc.)

- Distribution percentage for each reported code

- Enhanced fatal error definitions and commentary for improvement(s)

- Fatal error examples and percentages

- All fatal error account numbers

- Fatal reject rate benchmarks by industry

- Number of disputes and dispute rate over 12 months

- Number of stale trades on file

- An annualized, rolling 12-month view of prior data submissions that includes:

  - Graphical depictions of fatal error rates over the prior 12 months

  - Distribution of fatal errors by error type

  - Summary of on-file data

- Comprehensive, easy-to-read layout

- Automated secure transmission

Our commitment

Accurate data is important to us, to our data providers and to consumers. That's why we employ the highest standards within our comprehensive Experian Data Integrity Services℠.

To find out more about Metric Report and other data accuracy solutions, contact your local Experian sales representative or call 1 888 414 1120.

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