

C.L.U.E. Reports

What is a C.L.U.E. Report?

C.L.U.E. Reports are short for Comprehensive Loss Underwriting Exchange. It is a database maintained by a company called ChoicePoint. The database helps the nation's insurance companies determine how much to charge their customers for auto and homeowners' coverage – or whether they will cover them at all.

Why are C.L.U.E. Reports important to home sellers?

Ordering your C.L.U.E. Report can be just as important as obtaining your credit report. The reports are used with other information to set rates and approve coverage. Because the report is such an important tool for insurance companies, it is critical that consumers review their reports and fix any errors. If there are mistakes, sellers should contact ChoicePoint to make corrections.

Details on acquiring a free report are on the next page.

Why are C.L.U.E. Reports important to home buyers?

They detail the type and magnitude of damage to homes that could predict problems or make the house prohibitively expensive to insure. In some cases, a costly claim history on a home may make it difficult for a buyer to obtain coverage at all.

What is a "Home Seller's Disclosure Report"?

ChoicePoint also offers a "Home Seller's Disclosure Report" that can only be ordered only by sellers at a cost of \$19.50. Sellers can provide this report to potential buyers as a marketing tool. A report that shows no claims could give the buyer confidence when making an offer on your home. If there are claims or inquiries, the seller could provide an explanation.

What does the Faust Real Estate Group Recommend to Sellers?

We recommend that sellers get a copy of their free report and check it for accuracy. If there are claims or losses showing on the report, the seller should be prepared to provide an explanation to the buyers' or their insurance agent if any questions arise.

We do not feel it is important for a seller to purchase the "Home Seller's Disclosure Report" from ChoicePoint, unless a buyer specifically asks for this report in their purchase offer.

What does the Faust Real Estate Group Recommend to Buyers?

For buyers, we recommend that they talk to their insurance agent as soon as they go into contract on a property. That way they can address any issues that come up during the inspection period and before they get to the closing.

FACT Act Compliance

The Fair and Accurate Credit Transactions Act (FACT Act) was enacted in 2003 and amends the Fair Credit Reporting Act (FCRA), a federal law that regulates, in part, who is permitted to access your consumer report information and how it can be used. **The FACT Act entitles consumers to obtain one free copy of his/her consumer file from certain consumer reporting agencies during each 12-month period.**

ChoicePoint has three separate companies that maintain consumer files that are subject to the free disclosure requirement: C.L.U.E. Inc. maintains information on insurance claims histories, ChoicePoint WorkPlace Solutions Inc. maintains employment history information, and Resident Data Inc. maintains tenant history information. Each of these companies designed an easy process for consumers to request their free file disclosure.

Please note that a consumer file does not necessarily exist for you with any one of the three companies. For example, if you have not filed a claim with your auto or home insurance company during the last five years, we will not have a report on you. If you have not applied for employment with a customer that we serve, we likely will not have an employment history report on you. If you have not submitted a residential lease application with a customer that we serve, we will likely not have a tenant history report on you.

To request copies of your insurance claims history report, visit www.ChoiceTrust.com or call 1-866-312-8076.

To request a copy of your employment history report, call 1-866-312-8075.

To request a copy of your tenant history report, call 1-877-448-5732.

If you would prefer to send your request by mail, please send your name and address to the appropriate address below. A report request form will be sent to you to complete and return.

For claims history reports:

ChoicePoint Consumer Disclosure Center
P.O. Box 105295
Atlanta, GA 30348

For employment history reports:

ChoicePoint WorkPlace Solutions Consumer Disclosure Center
P.O. Box 105292
Atlanta, GA 30348

For tenant history reports:

Resident Data Consumer Disclosure Center
P.O. Box 850126
Richardson, TX 75085-0126