



Account Reference Card

Customer Service Phone: 800-954-2266
Customer Service Fax: 800-303-9203
Customer Service E-mail: cs@ccireports.com



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To Order CCI Credit Reports & Other Services


Log on to Credit Reporting System

1. Go to <http://www.ccireports.com> in Internet Explorer and click **Client Login**.
2. Type in your Login and Password.
3. Click **Login** to enter the credit reporting system.

Ordering and Viewing a New Credit Report

1. Click on **New Report**
2. Fill in the borrower/co-borrower information. Fields with a  symbol are required.
3. Check off the bureaus and products and click the **Order** button. The credit report will be returned in 30 seconds or less.
4. Select to view **Web Version** or **PDF Version** of the credit report by clicking on the appropriate link.
5. Click on **ePrint** to print the credit report

Viewing an Existing Credit Report

1. On the **Main Desktop** click on **Find Report**.
2. Enter any of the following to search for an existing report:
 - a. File Number
 - b. Reference Number
 - c. Fannie Mae Job Number
 - d. Borrower First Name, Last Name, and/or Social Security Number
 - e. Co-borrower First Name, Last Name, and/or Social Security Number
 - f. Last modified date
3. Click on the **Submit Query** button.
4. Click on **Open** to view the credit file.
 - a. Click on **PREQ** to view **Web Version** of the credit report
 - b. Click on **PDF** to view **PDF Version** the credit report.
 - c. Click on  (**ePrint**) to print the credit report.

Ordering a Supplement Request

1. View the **Web version** of the credit report (see *Viewing an Existing Credit Report*).
2. Scroll to the item (tradeline, public record, inquiry) you wish to supplement.
3. Click on the account name.
4. Check off the task(s) you wish to request or type in request in the **Additional Instructions** field.
5. Click on **Submit Order** to submit the supplement request.

Viewing a Supplement Report

1. From the **Main** screen, click on the **Requests** tab.
2. Click on **View** to display **Review Request**.
3. If a Supplemental Report has been created for the request, click on the **View** link.

Adding a Spouse or Bureau to an Existing File

1. View an existing credit report (see above).
2. Click on **Add Bureaus** or **Add Spouse** link.
3. Select bureaus to add to file or enter spouse Name and SSN.
4. Click the **Order** button.

Removing a Borrower and/or Bureau from an Existing File

1. Open an existing file (see *Viewing an Existing Credit Report*)
2. Go to the **Unmerge Report** interface.
3. To remove a borrower, uncheck the box next to corresponding individual you wish to remove.
4. To remove a bureau, uncheck the box next to the corresponding bureau you wish to remove.
5. Select to view the **Web** or **PDF** credit report.
6. Click the **View** button.

Creating Derogatory Letters and Additional Products

1. Open an existing file (see *Viewing an Existing Credit Report*)
2. Go to the **View Report** interface.
3. Click on the **Other Reports** drop-down menu.
4. Select from the following list:
 - a. **CA DISCLOSURE**: Home Loan Applicant Letter (CA only)
 - b. **CONSUMER COPY**: Consumer copy of the credit report* (can be translated into Spanish and Chinese)
 - c. **DEROG LETTER**: Derogatory Accounts Letter* (can be translated into Spanish; can be directly edited)
 - d. **CREDITORS**: Creditors listed on credit report, including address and phone number
 - e. **ADVERSE SUMMARY**: Derogatory Accounts and Public records
 - f. **MORTGAGE**: Mortgage Only Accounts report
 - g. **MTG W/SCORE**: Mortgage Only Accounts with credit scores
 - h. **DENIAL LETTER**: Credit Denial letter to applicant
 - i. **TRADE COMPARISON**: Compares same accounts between bureaus
 - j. **FORM 1003**: Generate Uniform Residential Loan Application (URLA) from credit file* (PDF can be edited directly)
 - k. **CREDIT ANALYZER**: Analyzes credit report to determine if there are ways to improve the reported credit scores.