

# Bridgeforce® Data Quality Scanner® Solution Leads to 90 Percent Reduction in Client's Credit Reporting Discrepancies

## Client

A U.S. depository institution that maintains assets of more than \$12 billion and offers a traditional suite of banking products.

## Challenge

A concerning number of incoming credit-reporting accuracy complaints alerted the client to a problem. Because furnishers must investigate each complaint to remain compliant with regulatory expectations (such as those of the CFPB), more complaints mean that more work, time, and resources get diverted away from other key operations. In addition to dealing with these complaints, the client was preparing for an upcoming regulatory exam.

## Solution

The Bridgeforce® Data Quality Scanner® Solution (DQS)

The DQS leads the industry in quickly and accurately assessing Metro 2® and other NSCRA file formats' accuracy across multiple systems of record, whether pre- or post-submission.

**Federal and state regulators have increased pressure on data furnishers in an effort to guarantee the completeness and accuracy of consumer credit data. In 2017, more than 47,000 complaints were made to the CFPB regarding incorrect information on credit reports.**<sup>1</sup> Each of these complaints must be investigated and, if necessary, corrected. Furnishers must spend valuable time and resources scrutinizing their data to remain in compliance, and failure to do so results in steep fines, reputational risk, and customer harm.

The client's compliance management system alerted them to a troubling number of inbound complaints related to credit reporting accuracy. They initiated work on a strategy to correct the system errors that had led to these credit-reporting inaccuracies, launching an IT project focused on system enhancements to resolve the issue.

The client engaged Bridgeforce to conduct an end-to-end assessment of their consumer reporting practices. This assessment included the use of the Bridgeforce DQS, a unique tool that can quickly and effectively assess trade lines reported in a Metro 2 file. The client immediately identified new opportunities for improvement after running the DQS for the first time. More importantly, the report alerted the client that their **internal IT fixes failed to solve their inaccuracy problems**. After the DQS helped to identify the root cause, they were able to correct the issues with clarity and full insight into the nature of the challenge. The client no longer needed to rely solely on inbound complaints, because they now had a powerful preventative tool that would identify risks and discrepancies.

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In the 3 months following their initial DQS application:

**90%**

reduction in total discrepancies

**eliminated**

nearly all high-impact discrepancies

Data furnishers like the client consider the DQS an invaluable tool. By allowing furnishers to conduct a full-file scan, the DQS identifies potential risks and discrepancies at the account level. The application of more than 275 risk-ranked business rules to support prioritization, detailed reports, month-over-month reporting, and continuous rule updates provides a unique level of comprehensiveness. And, unlike other assessment tools, regulators recognize that the DQS provides an independent assessment of data file quality that augments a furnisher's quality review.

Based on the success they experienced during the assessment, the client chose to implement the DQS to monitor their credit reporting quality on a continuing basis. In the three months following their initial DQS application, they reduced their total discrepancies by more than 90 percent and eliminated nearly all high-impact discrepancies. The DQS serves as the client's bellwether of consumer reporting compliance. Moving forward, they can better direct their limited IT resources, demonstrate a proactive compliance program to internal auditors and regulators, monitor consumer trade lines for accuracy, and reduce the volume of complaints and disputes. The client now has a continually updated, easy-to-use tool that ensures compliance, confidence, and best of all, peace of mind.

To learn more about how the Bridgeforce Data Quality Scanner reduces client credit reporting discrepancies, please visit [www.bridgeforce.com](http://www.bridgeforce.com)



<sup>1</sup> Brown, M (2018, February 8). A State-by-State Review of CFPB "Credit Reporting" Complaints in 2017. [Blog Post] Retrieved from <https://lendedu.com/blog/cfpb-credit-reporting-complaints-in-2017/>  
 The Metro 2<sup>®</sup> Format and the Credit Reporting Resource Guide<sup>®</sup> (CRRG<sup>®</sup>) are owned by the Consumer Data Industry Association<sup>®</sup> (CDIA<sup>®</sup>), [www.cdiaonline.org](http://www.cdiaonline.org).  
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