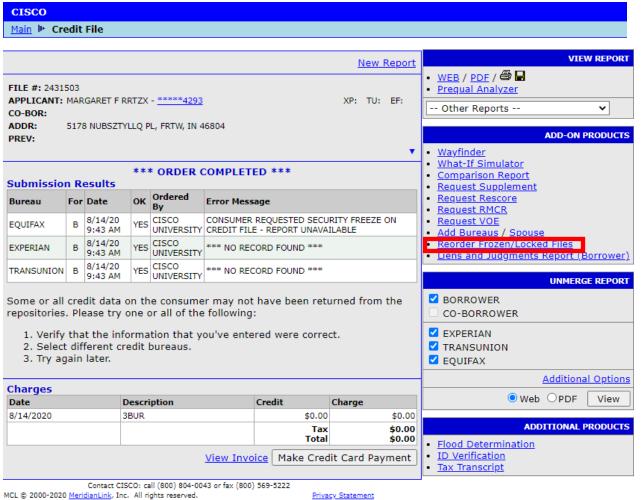


How To Add Frozen Bureaus to a Credit Report

- 1. Log into the CISCO website at: credit.ciscocredit.com
- 2. Search for your file number using the search in the upper right-hand corner of the website so that you are on the credit reports summary page.
- 3. Once on the reports page, on the right-hand side under the Add-On products section select the "Reorder Frozen/Locked Files" option



- 4. You will then be prompted with notification that you will be attempting to repull any frozen bureaus, go ahead and click "Ok" to proceed
- 5. If the bureaus were unfrozen/unlocked, you will receive a new file number that may use for going forward. If, however the bureaus were not frozen/unlocked you will remain on the same file number and you can re-attempt the process once the consumer has lifted the final freezes/locks.