

Experian FurnisherHub Frequently Asked Questions (FAQ)

What is FurnisherHub?

FurnisherHub is a web-based user interface designed and built by Experian® to provide visibility into the multiple stages of submitted Metro 2® files as well as offering a direct experience for reconciling activity.

Why did Experian® develop FurnisherHub?

FurnisherHub will help to maintain and enhance completeness, delivery and accuracy in the credit ecosystem. Experian and furnishers can now partner closer together to improve transparency and ensure the data is actioned without delay.

How is the FurnisherHub different from MyExperian?

MyExperian is a portal which gives clients the ability to access Experian information and assistance. MyExperian portal allows clients to:

- Access self-service resources that allow quick resolution to frequent requests, such as unlocking accounts, receiving invoice copies, checking account balances, and changing billing addresses.
- Access a knowledge base of content to help answer frequently asked questions, review product guides and read industry-related bulletins.
- Solve common questions through prescriptive suggestions returned from keyword searches.
- Raise service requests (cases) and visibility to request statuses.

Experian FurnisherHub is a portal which provides data furnishers with unprecedented capabilities to track and manage Metro 2 file submissions in real time. FurnisherHub allows furnishers to have:

- Increased visibility into the status of submitted Metro 2 files.
- Insight into files that have stopped processing and/or require manual validation.
- Tracking and reconciliation data for each reported file.
- Access to Experian's data reporting team to report a problem with a file or provide feedback regarding its status.

Does FurnisherHub change how I submit my data?

No, this tool does not change how data is submitted to or processed by Experian. FurnisherHub is an interactive solution meeting the needs of furnishers who want more visibility and action when it comes to their reported files.

Is FurnisherHub optional to use?

Experian encourages data furnishers to use the FurnisherHub as an additional layer of control for your reporting process and access to Experian. In the future, Experian plans to expand the tool to produce even greater insight and flexibility as it relates to your data accuracy.

Do I need to request access to FurnisherHub?

Unless your company is new to Experian, you don't need to request access to FurnisherHub. Experian will provide access and instructions to the Security Designate within your company. Access for additional users can be managed by your assigned Security Designate.

What if I have problems accessing FurnisherHub?

If you have been granted access to the FurnisherHub by the Security Designate in your company, contact Experian Technical Support at 1-800-854-7201, option 3. If you haven't been granted access, please work with the Security Designate in your company to get the required access. To identify your security designate(s), [click here](#).

Who can access the platform?

Users of FurnisherHub are those who have a direct responsibility over the accuracy of their Metro 2[®] data files. This could be a department lead, technical programmer, data analyst, or any other member of the organization who would benefit from the knowledge and accessibility FurnisherHub offers.

Does Experian plan any future developments for FurnisherHub?

Experian plans to expand the tool to produce even greater insight and flexibility as it relates to your data accuracy.

Is there any cost related to the platform?

There is no cost for the use of FurnisherHub.

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