

Mortgage Contact List

Client Services Support: Mortgage Credit Solutions

Product/Service	Phone Number	Email Address
<p>Mortgage Supplements Confluent Strategies Mortgage Production Center</p> <ul style="list-style-type: none"> Viewing a report Update/supplements Drop or flip borrower Mortgage Trade Reports Add Bureau once the Freeze has been lifted 	<p>888-246-3917</p> <p>Open 7 a.m.–5 p.m.m CT</p> <p>Fax: 800-753-1596</p>	<p>Submit your request through your LOS or <u>EMG–eMortgage Gateway.</u></p> <p>Questions? Contact Confluent Strategies Mortgage Production Department at 888–246–3917 or supplements@confluentstrategies.com.</p> <p>Timelines:</p> <ul style="list-style-type: none"> You should receive confirmation of supplements within 24 hours. Please allow 72 hours for completion of a supplement request.
<p>Equifax Mortgage Solutions Technical Support</p> <ul style="list-style-type: none"> Questions/assistance on placing or retrieving orders Report system outages Update/reorders after credit freeze is removed Credit functionality/training Assistance creating or modifying user roles Resetting and unlocking passwords UDM/Credit Xpert 	<p>888-407-0359</p> <p>Option #3 for tech support, then option #5 for mortgage</p> <p>Open 8 a.m.–9 p.m. EST</p>	<p>Mortgage.Support@Equifax.com</p> <p>*Please note this team is primarily a call center. Calls are highly recommended over emails requests. Please allow 24 hours for a return on all emails. Average wait time is 3 to 5 minutes.</p>
<p>Expedited Consumer Disputes Process (Accelerated Rescore)</p>	<p>Must be ordered/submitted through the EMG system. Questions after request has been submitted? Contact 800-461-3122 or Accelerated.Rescore@Equifax.com.</p>	
<p>Remove mortgage inquiry</p>	<p>800-832-0354 fax</p>	<p>EMSSalesSupport@Equifax.com</p> <p>*Requires specific form which can be requested from Solutions Director</p>
<p>Flood</p>	<p>800-833-6347</p>	<p>FloodDisputes@svclnk.com</p>
<p>Credit Bureaus (for consumer to contact)</p> <p>Equifax: 866-640-7843 TransUnion: 800-916-8800 Experian: 800-509-8595</p>		

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Client Services Support: Verification Orders from The Work Number

Product/Service	Phone Number	Email Address
Client Services (Instant VOE/VOI)	800-367-5690	TWNinfo@Equifax.com
Manual VOE/VOI (Network Verifications) <ul style="list-style-type: none"> Status on specific orders, errors Unresolved issues (ask for a supervisor) NVS Escalations Team 	866-662-3343	NetworkVerifications@equifax.com EVSEscalations@Equifax.com
4506T/SSA89 <ul style="list-style-type: none"> Status on orders, errors Unresolved issues (ask for a supervisor) NVS Escalations Team 	888-749-4411	VerifierCustomerService@Equifax.com EVSEscalations@Equifax.com
Account Management <ul style="list-style-type: none"> User add/block, portal issues, account maintenance, report technical issues/outages Asset Verification (VOA) 	877-442-9963 Support Hours: M-F: 7 a.m.-7 p.m. CT Sat: 8:30 a.m.-5 p.m. CT	VerifierSolutionsSupport@Equifax.com
Billing/Invoice Questions <ul style="list-style-type: none"> Invoice requests, billing contact or address change, W-9 request 	888-594-1999	VerifierBilling@Equifax.com
Accounts Receivable <ul style="list-style-type: none"> Payment plan, auto pay, tax exemptions 	Email	CollectionsEWS@Equifax.com

For additional assistance, you can also visit the [Support for Verifiers](#) page.

Please provide the following info when reporting a production issue:

- Your company name and account number
- Detailed issue and any error messages you are experiencing (screenshots are helpful)
- Reference number(s)/loan number(s) associated with the issue/error, if applicable



Main Contact



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