

U.S. CONSUMER CONTACT INFORMATION



Customer Care for Your Equifax Product

- For help signing up for or using **Lock & Alert™**
- For existing **TrustedID® Premier** customers
- For general questions specifically related to the **2017 Cybersecurity Incident**

888-548-7878
(press 8 for Spanish)

8:00 a.m. – midnight EST
7 days a week

<https://lockandalert.equifax.com>
www.trustedid.com
www.equifaxsecurity2017.com

- For assistance with **other Equifax products**

866-640-2273
(press 2 for Spanish)

8:00 a.m. – 3:00 a.m. EST
7 days a week

Log on to your Equifax account at
www.equifax.com/personal

Customer Care for Your Equifax Credit Report

- To **place, lift or remove a security freeze** on your Equifax credit report

888-298-0045*

8:00 a.m. – 8:00 p.m. EST
Monday-Friday

www.freeze.equifax.com

- To request a **copy of a your credit report**
- To place a **fraud or active duty alert**
- To **dispute information** on your credit report

866-349-5191*
(press 5 to speak with
a live agent)

9:00 a.m. – 8:00 p.m. EST
Monday-Friday

www.annualcreditreport.com
www.alerts.equifax.com
www.equifax.com/personal/disputes

- For a **free copy of your credit report** every 12 months from each credit reporting agency

www.annualcreditreport.com