

# How To Place, Thaw Or Lift a Security Freeze

## ANATOMY OF A FREEZE

- When a security freeze is in place, a business that receives an application for products or services cannot get access to your credit report without your permission.
- The freeze will not affect your ability to pull your own credit report or receive credit monitoring services and businesses you currently have a relationship with can still access your report.
- To place a freeze you must contact each of the three major credit reporting agencies. When you place the freeze, you will receive a Personal Identification Number (PIN). When you want to apply for new products or services, the PIN will be required to temporarily lift ("thaw") the freeze either for a specified creditor or a specified time. The PIN is also needed to permanently remove the freeze. Make sure to keep it in a safe place.
- It is **FREE** to place, thaw and lift the freeze for South Carolina Residents.

	EQUIFAX	EXPERIAN	TRANSUNION
<b>PLACE A FREEZE</b>	<b>Online:</b> <a href="https://www.freeze.equifax.com">https://www.freeze.equifax.com</a>	<a href="https://www.experian.com/freeze">https://www.experian.com/freeze</a>	<a href="https://freeze.transunion.com">https://freeze.transunion.com</a>
	<b>Phone:</b> 1-800-685-1111 <i>(Automated line- Press 3 or say "Freeze")</i>	1-888-397-3742 <i>(Automated line - Press 2; Press 2 for "Fraud Prevention"; Press 2 for "Security Freeze")</i>	1-800-680-7289 <i>(Automated line – Press 3 for "Security Freeze")</i>
	<b>Mail*:</b> Equifax Security Freeze P.O. Box 105788 Atlanta, Georgia 30348	Experian Security Freeze P.O. Box 9554 Allen, TX 75013	TransUnion LLC P.O. Box 6790 Fullerton, CA 92834

\* When using the mail-in option, we recommend sending the letter certified mail, return-receipt requested.

The following items need to be submitted with a mailed request:

- Your complete name, including any suffix (e.g. JR., Sr., etc) • Complete address • Social Security Number • Date of Birth • **Copy** of an item to validate ID such as: Valid Driver's License, Pay stub, W2 form, or 1099 form.

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<p><b>TEMPORARILY LIFT (“THAW”) A FREEZE</b></p> <p><i>Credit reporting agencies must “thaw” the freeze within <b>15 minutes</b> of receiving your request.</i></p>	<p><b>Can thaw using same methods as above.</b> Be sure to have your PIN available.</p> <p><b>Want to thaw a freeze by mail?</b> Provide the same information requested when you placed the freeze, plus:</p> <ul style="list-style-type: none"> <li>▪ <b>Your PIN <u>and</u></b></li> <li>▪ <b>The specific creditor you are thawing the report for <u>or</u></b></li> <li>▪ <b>The time period you would like it thawed for (ie: date range).</b></li> </ul>	<p><b>Can thaw using same methods as above.</b> Be sure to have your PIN available.</p> <p><b>Want to thaw a freeze by mail?</b> Provide the same information requested when you placed the freeze, plus:</p> <ul style="list-style-type: none"> <li>▪ <b>Your PIN <u>and</u></b></li> <li>▪ <b>The specific creditor you are thawing the report for <u>or</u></b></li> <li>▪ <b>The time period you would like it thawed for (ie: date range).</b></li> </ul>	<p><b>Can thaw using same methods as above.</b> Be sure to have your PIN available.</p> <p><b>Want to thaw a freeze by mail?</b> Provide the same information requested when you placed the freeze, plus:</p> <ul style="list-style-type: none"> <li>▪ <b>Your PIN <u>and</u></b></li> <li>▪ <b>The specific creditor you are thawing the report for <u>or</u></b></li> <li>▪ <b>The time period you would like it thawed for (ie: date range).</b></li> </ul>
<p><b>PERMANENTLY LIFT A FREEZE</b></p> <p><i>Credit reporting agencies must lift the freeze within <b>3 days</b> of receiving your request.</i></p>	<p><b>Can permanently lift a freeze using the same methods as placing it.</b> Be sure to have your PIN available.</p> <p><b>Want to lift a freeze by mail?</b> Provide the same information requested when you placed the freeze, plus:</p> <ul style="list-style-type: none"> <li>▪ Your PIN <u>and</u></li> <li>▪ Two types of identification.</li> </ul>	<p><b>Can permanently lift a freeze using the same methods as placing it.</b> Be sure to have your PIN available.</p> <p><b>Want to lift a freeze by mail?</b> Provide the same information requested when you placed the freeze, plus:</p> <ul style="list-style-type: none"> <li>▪ Your PIN <u>and</u></li> <li>▪ Two types of identification.</li> </ul>	<p><b>Can permanently lift a freeze using the same methods as placing it.</b> Be sure to have your PIN available.</p> <p><b>Want to lift a freeze by mail?</b> Provide the same information requested when you placed the freeze, plus:</p> <ul style="list-style-type: none"> <li>▪ Your PIN <u>and</u></li> <li>▪ Two types of identification.</li> </ul>
<p><b>REQUEST A NEW PIN</b></p>	<p><b>Mail* Request to:</b> Equifax Security Freeze P.O. Box 105788 Atlanta, Georgia 30348</p>	<p><b>Mail* Request to:</b> Experian Security Freeze P.O. Box 9554 Allen, TX, 75013</p>	<p><b>Mail* Request to:</b> TransUnion LLC P.O. Box 6790 Fullerton, CA 92834</p>

