

CFPB Bulletin 2014-01 [The FCRA's Requirement that Furnishers Conduct Investigations of Disputed Information](#)

February 2014

The CFPB issued a guidance bulletin in February 2014 to highlight the obligation of Furnishers to investigate disputed information in a consumer report, instead of simply directing the consumer reporting agency (CRA) to delete the item.

A Furnisher is an entity that provides information that relates to consumers to a CRA for inclusion in consumer reports. The bulletin notes that the Fair Credit Reporting Act (FCRA) generally requires that furnishers make an investigation into disputed information, and that merely deleting a disputed item does not necessary satisfy that standard.

Investigations of disputes are important to improve the overall accuracy of the reporting process within the Furnisher and to identify systemic errors which may be harming other similarly situated consumers. The CFPB will monitor Furnishers' compliance with FCRA requirements and will take appropriate supervisory and enforcement actions to address violations.

End
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