

Your credit health estimate is



What You're Doing Well

You are improving how on time your payments are on your Bank of America card. On time payments are the most important part of having an excellent credit score.

You have a diverse mix of credit types (credit cards, mortgage) which helps your credit score.

The above score is an estimate. To learn more about getting your score, please visit: <https://www.consumerfinance.gov/ask-cfpb/where-can-i-get-my-credit-score-en-316/>

John's Plan for a Better Credit Score

Priority Action Item

1

Contact VISA to pay off your past due amount of \$41.

Even though you or the lender has closed your account, you still owe some money. It seems you missed one or more payments on the account, which means the account is past due. You should pay off this account in full as soon as possible to avoid paying extra money in interest or fees and prevent your credit score from dropping.

2

Prioritize making payments on time on your AMERICAN EXPRESS credit card. You have had 2 late payments in the past year.

It is very important to make payments on time as it is the most important factor that affects your credit score. If you're having trouble making payments on time, try tracking your expenses for a month and then making a budget. Late payments do not appear on your credit report until they are 30 days late so make your payments even if you miss the original due date.

3

Spend less or pay down the balance on your CAPITAL ONE credit card. Your balance is 93% of your credit limit, which is above the recommended level of 30%.

The amount of credit that you use each month as a % of your total credit limit impacts your score. This is called your credit utilization rate. You should aim to reduce your credit utilization to under 30% by spending less on your credit cards each month or by paying extra towards your outstanding balances. You can also call your creditor to ask for an increase in your credit limit once every six months.

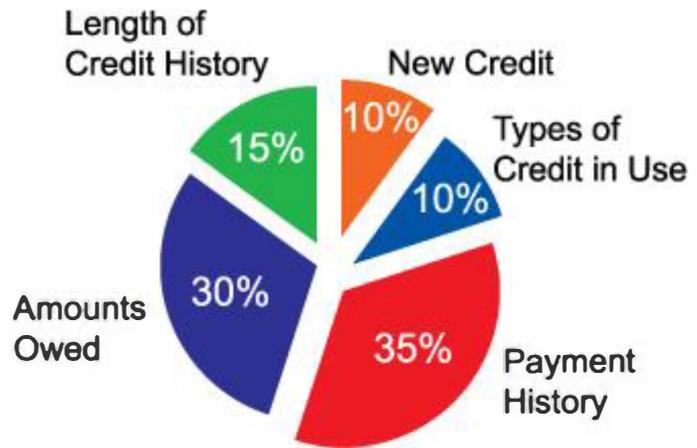
4

Be careful about applying for additional credit cards. You have had 4 hard inquiries on your credit in the last two-year period.

When you apply for a new line of credit, the company will pull your credit report in order to determine if you are eligible, resulting in a hard inquiry on your credit report. Hard inquiries drop off your credit report after two years. Having more than 2 hard inquiries on your credit report in a two-year period negatively impacts your score. Pulling your credit report yourself or for the purpose of credit counseling is a 'soft inquiry' and will not affect your score.

Credit Score Report Card

How credit scores are calculated



%	Factor	Grade	Your Status	Goal
35%	Payment History Making your payments on time	C	4 missed payments in the last 10 months	0 missed payments
30%	Amounts Owed Keeping your credit card balance to credit limit ratio below 30% for each credit card	B	1 credit card with credit utilization above 30%	0 accounts
15%	Length of Credit History Having multiple actively used accounts that have been open for over 7 years	A	Oldest account = 11 years Average account = 4 years	Oldest = 15 years Average = 7 years
10%	Types of Credit Having a diverse mix of credit types (credit cards, auto loans, mortgages)	A	3 different types of credit open	Only apply for more credit lines as you need them
10%	New Credit Not applying for too many new credit cards or loans	C	4 hard inquiries in the last two years	2 or fewer within the last two years

Note: Collections and charge-offs negatively affect your credit score and are not factored into this report card. These can be avoided by making your payments on time. See the next page for an explanation of collections and charge-offs.

Your Credit Report

Below is a summary of your credit report. More information about each credit line can be found in your Annual Credit Report. If you see an account you do not recognize, it is important that you act due to the potential consequences of identity fraud.

See here for what to do if you believe there is an error on your Annual Credit Report:

<https://www.consumerfinance.gov/ask-cfpb/how-do-i-dispute-an-error-on-my-credit-report-en-314/>

Account Summary

These are the balances on your credit lines, organized by account type. Closed accounts that still have a balance are also included.

Total Balances \$122,063	Credit Cards \$2,160 5 accounts	Real Estate \$102,150 1 account	Auto Loans \$0 No accounts
	Student Loans \$17,712 1 account	Other Loans \$0 No accounts	Closed Accounts \$41 1 account

Collections and Charged-Off Accounts

If you miss too many payments on an account, it will likely be charged-off and later go into collections. These accounts can negatively affect your credit score.

Charge-Offs Accounts are charged-off and deemed “uncollectable” by your creditor after many missed payments	Collections Accounts sold to collection agencies (debt collectors) after being charged-off by your original creditor
\$0 No accounts	\$240 2 accounts

Open Accounts

These accounts are currently open. It is important to check to make sure you recognize all of them. The payment history column reflects the 10 most recent months of data reported for each account.

In the payment history column, green dots are good (on-time payments) while red numbers are bad (how many months late you were on your payment). Any missing data is represented with an X. For any other characters, please see your Annual Credit Report.

Credit Cards & Personal Lines of Credit

Account	Date Opened	Balance	Past Due	Credit Limit	Utilization	Payment History Last 10 Months	Phone
Capital One	Apr 05, 2013	\$1,865	\$0	\$2,000	93%	●●●●●●●●●●	(888) 260-5555
Bank of America	Oct 16, 2017	\$272	\$0	\$1,000	27%	●●●●●●●1●	(866) 453-5555
American Express	Feb 28, 2016	\$23	\$0	\$1,000	2%	21●●●●●●●●	(888) 153-5555
Discover	May 07, 2012	\$0	\$0	\$500	0%	●●●●●●XX●●	(888) 753-5555

Real Estate / Mortgages

Account	Date Opened	Balance	Past Due	Terms	Payment History Last 10 Months	Phone
Quicken Loans	May 05, 2013	\$102,150	\$0	\$350 per month, 30 years	●●●●●●●●●●	(800) 222-5555

Student Loans

Account	Date Opened	Balance	Past Due	Terms	Payment History Last 10 Months	Phone
Department of Education	June 01, 2006	\$17,712	\$0	\$82 per month, 30 years	●●●●●●●●●●	(800) 234-5555

Collections

Let's say that you have a credit card or a phone bill, but you haven't been able to make payments for many months. After 6 months of not getting paid, the company usually sends the account to a debt collection agency (also called 'sent to collections') whose job it is to collect payment from you.

You may have already received letters or phone calls from collection agencies. In most cases, your credit score was hurt the most when the account was first sent to collections.

For improving your credit score, it is usually better for you to prioritize paying your open accounts on time than it is to pay off accounts in collection. These accounts in collection are removed from your credit report after 7 years (see Estimated Removal Date below).

New Account	Original Account	Type	Balance	Past Due	Date Transferred	Estimated Removal Date	Phone
ABC Collections	TJX	Charge Card	\$180	\$180	May 19, 2014	Oct 2020	(800) 260-5555
Portfolio Recovery	Verizon	Credit Card	\$60	\$60	Feb 28, 2017	Nov 2023	(888) 453-5555

Charge-Offs

A creditor will charge off balance when you haven't paid your bills in over 4 months. Your creditor may sell your charged-off balance to a collection agency. Similar to accounts in collections, charged-off balances will disappear from your credit report after 7 years.

You have no accounts that have been charged-off.

Closed Accounts

These accounts have been closed, either by you or by the company. Companies will often close accounts when the accounts have been inactive for a while or you have missed several payments. Even though your account is closed, you may still owe money.

Account	Date Opened	Date Closed	Balance	Past Due	Type	Phone
VISA	Oct 24, 2014	Dec 24, 2017	\$0	\$41	Credit Card	(888) 555-1221
Macy's	June 13, 2011	Oct 06, 2013	\$0	\$0	Charge Account	(888) 555-1221
PNC Bank	May 24, 2009	Dec 23, 2010	\$0	\$0	Credit Card	(888) 555-1221
Honda Credit Corporation	May 03, 2002	Oct 12, 2010	\$0	\$0	Automobile	(888) 555-1221
Quicken Loans	Apr 04, 2006	Mar 07, 2009	\$0	\$0	Real Estate Mortgage	(888) 555-1221
Walmart	Feb 23, 2008	Jan 08, 2009	\$0	\$0	Charge Account	(888) 555-1221
Sears	Dec 05, 1999	Feb 11, 2013	\$0	\$0	Credit Card	(888) 555-1221

Hard Inquiries

A hard inquiry is when a company accesses your credit because you have applied for credit with them. Below, might see inquiries from your bank or from a store that offers credit card. Other inquiries might come from applying for a car loan or a mortgage.

Hard inquiries are removed from your credit report after two years. Having more than two hard inquiries in the last two-year period will negatively affect your credit score.

When your credit report is accessed for anything that is not related to applying for credit, it counts as a 'soft inquiry' and does not affect your credit score. Examples include a credit counseling session or if your employer checks your credit.

Company	Date	Type	Permissible Purpose
Bank of America	Dec 07, 2017	Individual	To acquire/service/insure account
American Express	Feb 24, 2017	Individual	Consumer initiated transaction
TransUnion via PayPal	May 12, 2017	Individual	Credit transaction
Capital One Bank	Sept 13, 2016	Individual	To acquire/service/insure account