

**LOMA LINDA UNIVERSITY
STUDENT LOAN COLLECTION OFFICE
CONSUMER CREDIT BUREAU DISPUTE INSTRUCTIONS**

Dear Graduate/Former Student

Below are the instructions you must follow if you would like to dispute something reported to the credit bureau on your student loans with Loma Linda University Student Loan Collection Office.

1) File a consumer dispute with Experian by calling 1-888-397-3742 or 972-390-4067 or go to www.experian.com/consumer/index.html. Please let them know which student loan(s) you are disputing so they may send us your dispute.

2) In addition to step #1, please send Loma Linda University, Student Loan Collection Office a letter indicating what loan(s) you are filing a consumer dispute on, indicate the date(s) it was reported to the credit bureau, and why you believe this reporting is incorrect. We highly recommend you provide us with any supporting documentation you may have to support your letter and if you have a copy of your credit bureau report please provide us with a copy.

Once Loma Linda University, Student Loan Collection Office receives the Consumer Dispute form from Experian, your letter, and supporting documentation (copy of payments made, deferment forms, etc.) we will review and make a decision if any changes need to be made or not on your credit bureau report. Please note it is Loma Linda University's policy not to change or delete any credit reporting unless the University has reported in error.

You may send your letter to:

Loma Linda University
Student Loan Collection Office
11139 Anderson St Rm. 109
Loma Linda CA 92350

Please note: If we fail to receive a letter from you we will still respond to your consumer dispute after reviewing your account history.