



We are seeing an increasing amount of customers who have locked their credit files through Experian for protection.

This is causing issues when a (full) mortgage application is submitted to TSB, as we are unable to do a hard credit search on the applicant(s) due to the locked profile. The case is declining, having to be referred to underwriting, and then referred back to the broker for the credit file to be unlocked by the customer and the application completely re-keyed!

We first came across this in February and saw little instances, but it has become clear that a lot more customers are choosing to lock their credit files, which is completely understandable.

We have created the attached 'Did You Know' for brokers with regards to Credit Lock, which will hopefully provide an education piece as to what they need to do if the customer has credit lock on their Experian file.