



How to Lift a Freeze from Trans Union Credit Reports

As a landlord, property manager, or employer, you may encounter applicants who have frozen their credit reports in an attempt to protect their identity. Applicant Information has created this simple how-to guide that you can share with your applicants before the background check is submitted, for the best experience for everyone involved.

*If you are **not** requesting a credit report with your background check, your applicant should not be impacted by a frozen credit report.*

If you are requesting a credit report, there are some simple steps that your applicant needs to follow:

1. Applicants may request a lift of their credit freeze from Trans Union. They **do not** have to contact all three bureaus to lift the freeze. The contact information for Trans Union is below:

Online	https://freeze.transunion.com
Mail	TransUnion LLC P.O. Box 2000 Chester, PA 19016
Phone	888-909-8872

The following information will be needed:

- a. Social Security number
 - b. Date of birth
 - c. Security Freeze PIN that they provided upon initial freeze
 - d. Lift type, and
 - e. Start and end dates
2. The request to lift the freeze by phone or online is usually completed within 15 minutes of the request. Mailed requests will be lifted within three (3) days of the bureau receiving the request.
 3. Applicants have the option to either lift the freeze for a specified amount of time or may obtain a single use PIN that they can provide to the employer, tenant, or property manager to use when submitting the request.
 4. Employer, Landlord, or Property Manager now should be able to conduct the background check with the credit report request without any delays. (If your applicant is given a PIN, please provide the PIN during your submission with the application)