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The Credit Dispute Process

Learn about the credit dispute process for a timeshare loan default, including how to obtain your credit report, identify key account details, and submit a dispute to the credit bureaus.

This E-book is not a substitute for legal advice. If you or someone you know wants to initiate a credit dispute, we recommend consulting with an experienced timeshare attorney.

Introduction

If you do not pay your timeshare loan, a timeshare developer may report a default to the credit bureaus. There are three major credit bureaus in the United States: **Experian**, **TransUnion**, and **Equifax**. The timeshare developer may report to one, two, or all three of these.*

You may find out about a derogatory report from a credit monitoring service such as Credit Karma or when applying for a financed loan. Luckily, federal law allows consumers such as yourself to dispute derogatory information on your credit report. The goal of the credit dispute is to at least get the report marked as **“disputed by the consumer.”**

The credit bureaus process disputes more efficiently when they come directly from the **consumer** rather than from a law firm. This guide will walk you through the steps.

Please read on to learn how to send a credit dispute.

**Please be aware that if the timeshare is reported to multiple credit bureaus, a separate dispute will need to be sent to each bureau.*

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It's time to take control of your credit!



Step 1: Request Your Credit Report

To dispute the derogatory credit reporting, you will first need a copy of your complete credit report. Unfortunately, the snapshot provided by the credit monitoring services typically does not include enough information. Everyone is entitled to a **free credit report** from each bureau **once per year**. Please be wary of potential scams when requesting your documents. The Federal Trade Commission's website explains [how to safely get your free credit reports](#). 

When requesting your reports, please be prepared to answer identity confirming questions about topics including (but not limited to):

- Your previous places of work
- Prior addresses
- Past credit lines

Due to these questions, it is best if you do not attempt to request credit reports for anyone other than yourself.

The quickest way to get your credit reports is through the website. Be advised, you will need to see the whole webpage, access your email, and be able to download and open files—all things which are typically easier to do on a computer rather than on a phone or tablet. With this method, you will receive your reports immediately.

Make sure to save each credit report as a **.pdf** somewhere you will be able to find them later.

If you are unable to get your credit report online, the Federal Trade Commission also provides a phone number:

1-877-322-8228

About two weeks after you call to request your reports, a paper version of your complete credit reports should arrive in the mail.

Step 2: Find Key Details in Your Report

Once you have your credit report(s), you will need to locate the portion about the **timeshare installment loan**.

There can be an overwhelming amount of information in these credit reports, but we are just looking for a few key details here:

1. The name of the timeshare account
2. The partial account number
3. The account type (installment loan, mortgage, etc.)
4. The comments, if any

This information will need to be included on the dispute letter(s) you will be sending to the bureau(s).

Please note, if the timeshare is reporting to multiple credit bureaus, this information may differ between your credit reports.

It is important to make sure the dispute letter to each bureau reflects the information as it is reported on that bureau's credit report specifically.



3 Major Credit Bureaus



Step 3: Print and Mail Your Dispute Materials

Once the credit reports have been reviewed, you will need to print and mail a few things to the bureau in order to dispute the account. These are:

1. A copy of your driver's license or similar identity document
2. A copy of a utility bill or similar document to prove address
3. A cover letter signed by yourself
4. The dispute letter

If you have hired our firm, we will provide the letters for items 3 and 4 above.

The credit bureaus will have 30 days to investigate the dispute, after which you will receive a letter or email containing the results of their investigation.

While these disputes often do not fully remove the account, we are hoping to see a comment added that states the account is "in dispute."

Regardless of the dispute status, this derogatory account will be removed after 7 years. You may see the year when the negative reporting is scheduled to change on the credit report itself, usually towards the end of the portion about the timeshare loan.

MAILING YOUR DISPUTE MATERIALS

We recommend sending these disputes via **certified mail**. These are the mailing addresses for the three credit bureaus:

Experian Corporation

Jason Engel, Esq.
Robert Nelson, Esq.
Office of General Counsel
475 Anton Blvd.
Costa Mesa, CA 92626

TransUnion

Attn: John Blenke, Esq.
Office of General Counsel
555 W. Adams Street
Chicago, IL 60661

Equifax Corporation

John Kelley, Esq.
Office of the General Counsel
1550 Peachtree Street NW
Atlanta, GA 30309

Reminder: If the timeshare is reported to multiple credit reports, a separate dispute will need to be sent to each bureau.



Sample Letter

If you have hired our firm, we will provide the needed letters.

Send via certified mail

Today's Date: [January 1, 2025]

[Equifax Corporation

John Kelley, Esq.

Office of the General Counsel

1550 Peachtree Street NW

Atlanta, GA 30309]

Name and address of the credit bureau

Re: Dispute for [First Name-Middle Initial-Last Name with any suffixes (Jr., Sr., II, III)]

Mailing Address:

327 Montgomery Circle, Winchester, VA 22655

I have lived here for [#] of years.

Put addresses lived at for the last two years

← Stop here if you lived there two years or longer

On [April 1, 2023], I moved to:

[1234 Main Street, Springfield, VA 22150]

This is my current address.

If you have moved during last two years,
put another mailing address

Last 4 SSN: [0000]

Date of Birth: [January 1, 1995]

Furnisher: [Name of Timeshare Developer, as it appears on the credit report]

Account No.: [This may be a partial number with XXXX or ***** as part of it]

↪ Put it as it appears on the credit report

Counsel:

My attorney and I request that a dispute be put on my [Equifax] Credit Report. It is my understanding that [Equifax] exists to protect the consumer. I would like to see a dispute started immediately.


Please refer to the dispute submitted by my attorney.

Thank you,

[Signature]

Complete name with middle initial, last name, and suffixes

[Your printed complete name]



Visit our website
to learn how
we can protect you from
timeshare abuse

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