

The Experian Rental Exchange – FAQ

Is there a cost for joining the scheme?

There is no cost to S4B customers signing up. The aim is to bring customers a cost saving from being a part the scheme.

How do I know my data will be safe and the scheme is fair?

Experian has sought advice from the Information Commissioner's Office (ICO) to ensure sharing of rental payments is fully compliant and fair to all customers.

What happens if I don't keep up my rent payments?

If you don't keep up to date with your rent payments, this could have a negative impact on your credit history, and may restrict you from gaining access to credit in the future.

However, for those that pay their rent on time, it will be the opposite, as the data will indicate that the customer is able to meet this regular and important financial commitment.

Are all S4B customers signed up to the scheme?

General needs, sheltered housing and leasehold customers will automatically be enlisted, but all customers do have the option to opt out and you will soon receive a letter from S4B that provides more details on scheme.

For customers who choose to opt-out, their rent payment data will not be shared with Experian.