



# How to cancel your check my file account

**Step One:** Log into your check my file account.

Once logged in click on the 'EXPERT HELP' option at the top right of the page.

checkmyfile 0800 086 9360 CREDIT REPORT CREDIT SCORE **EXPERT HELP** LOG OUT

ACCOUNT SUMMARY CHANGE PASSWORD CHANGE EMAIL ADDRESS UPDATE PAYMENT DETAILS

## YOUR CHECKMYFILE ACCOUNT

You are trialling the UK's only Multi Agency Credit Report Monitoring Service, giving you access to information from all 4 consumer Credit Reference Agencies.

### CREDIT REPORT ACCESS

Access to all or part of your Credit Report is currently unavailable, see below for more information and for any steps you can take to help resolve any issues.

### ACCOUNT DETAILS

**Step 2:** Once you have clicked on this, you will need to use the drop down options and click on 'I need help with my account, and then in the other drop down box, click on option 'cancel my subscription.'

checkmyfile 0800 086 9360 CREDIT REPORT CREDIT SCORE **EXPERT HELP** LOG OUT

SECURE MESSAGING

## SECURE MESSAGE CENTRE

Discuss sensitive matters regarding your credit in a secure fashion away from traditional email. When you send us a message, our professionally qualified Credit Analysts will review your query and aim to respond to you in full within 1 working day.

### YOUR MESSAGES

Here you will find all conversations you've had with us, as well as alerts we have sent you about your report, or service.

When you send us a message, our professionally qualified Credit Analysts will review your query and aim to respond to you in full within 1 working day.

We may get in touch for more information, or if your query is particularly complex we may need to refer it to one of our more senior team members - you'll be

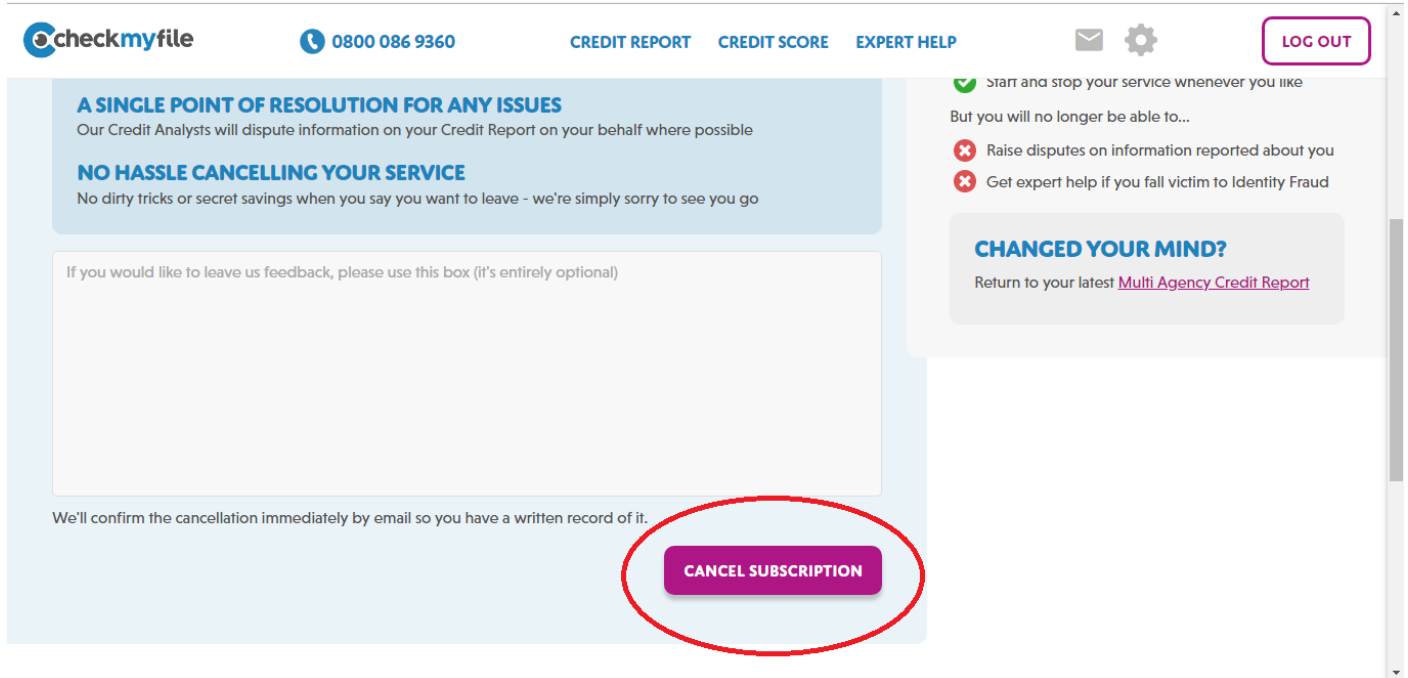
### CREATE MESSAGE

If you send us a message now, we expect to respond to you within 1 working day.

I need help with my account

How can we assist with your account?

**Step 3:** Once you have done this, scroll down the page and you will see a purple 'cancel my subscription' option.



The screenshot shows the checkmyfile website interface. At the top, there is a navigation bar with the logo, a phone number (0800 086 9360), and links for CREDIT REPORT, CREDIT SCORE, and EXPERT HELP. A 'LOG OUT' button is visible in the top right corner. The main content area is divided into two columns. The left column contains a blue header with the text 'A SINGLE POINT OF RESOLUTION FOR ANY ISSUES' and 'NO HASSLE CANCELLING YOUR SERVICE'. Below this is a text input box for feedback. The right column contains a list of service features and a 'CHANGED YOUR MIND?' section with a link to 'Multi Agency Credit Report'. At the bottom of the left column, a purple button labeled 'CANCEL SUBSCRIPTION' is circled in red.

Once you have done this, a message will appear stating that an email has been sent to your email address with your cancellation code.

Once that email has been delivered to your email account, your subscription has been cancelled and you don't need to do anything further.

Please make sure to keep the email.

If you do not receive an email within 24hrs please contact them.