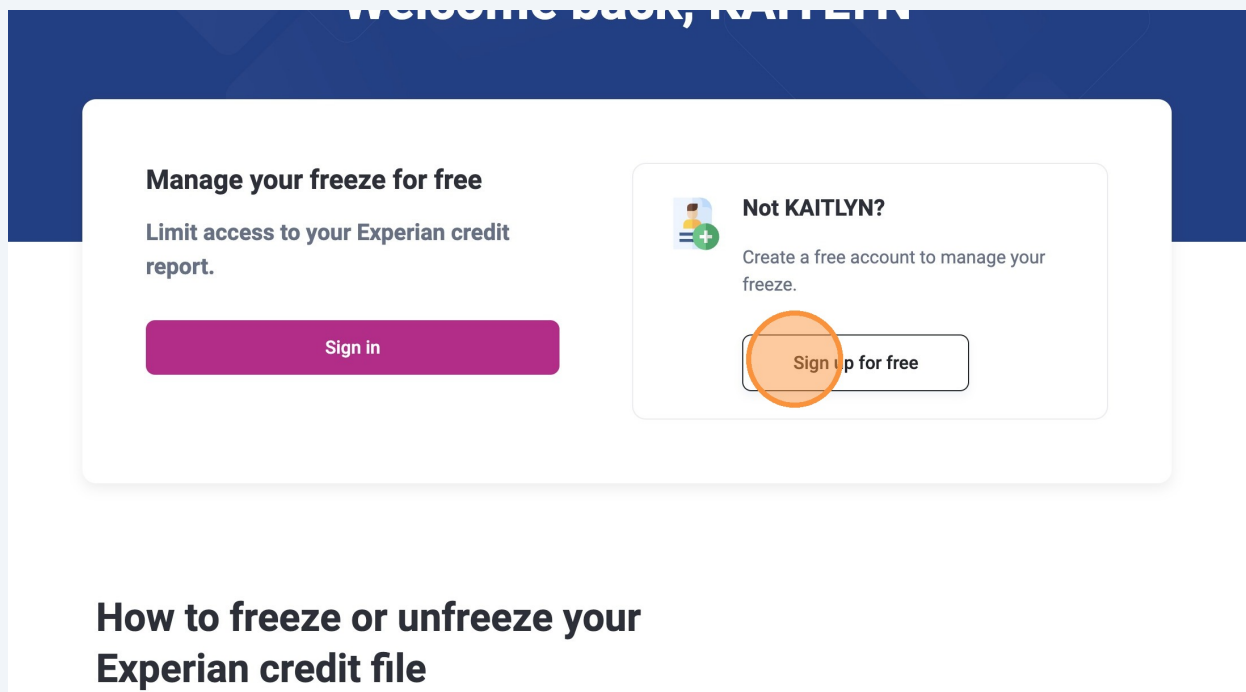


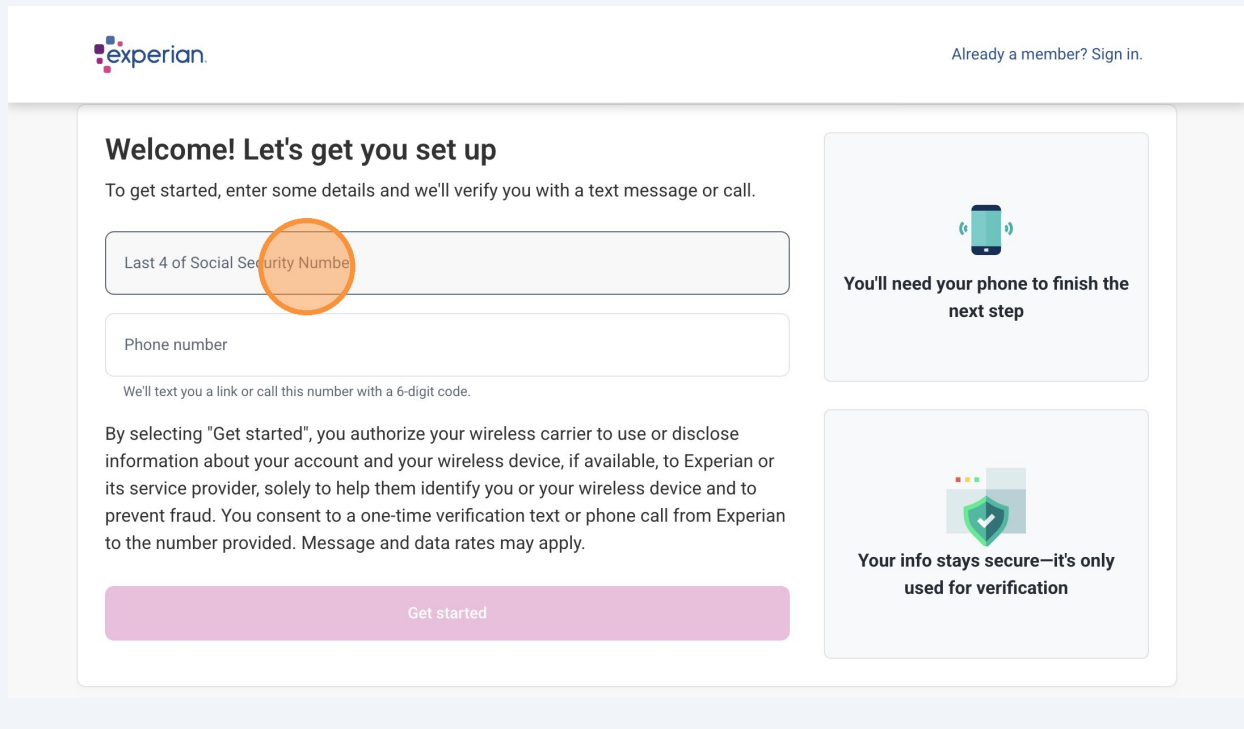
1 Navigate to: <https://www.experian.com/help/credit-freeze/>

2 Click "Sign up for free"



3

Enter all required information to create your account. Once that is complete, there will be a verification and confirmation process through the email address you sign-up with. We recommend you set up MFA for this account using your preferred method. (Don't forget to add that method to the asset attribute table!)



The image shows the Experian account creation interface. At the top left is the Experian logo, and at the top right is a link that says "Already a member? Sign in." The main heading is "Welcome! Let's get you set up". Below this, a subheading says "To get started, enter some details and we'll verify you with a text message or call." There are two input fields: "Last 4 of Social Security Number" and "Phone number". The "Last 4 of Social Security Number" field is highlighted with an orange circle. Below the "Phone number" field, a note states: "We'll text you a link or call this number with a 6-digit code." A paragraph of text explains that by selecting "Get started", the user authorizes their wireless carrier to use or disclose information about their account and device to Experian for identification and fraud prevention. At the bottom is a pink "Get started" button. On the right side, there are two informational boxes. The top box, titled "You'll need your phone to finish the next step", shows a smartphone icon. The bottom box, titled "Your info stays secure—it's only used for verification", shows a shield icon with a checkmark.

experian

Already a member? Sign in.

Welcome! Let's get you set up

To get started, enter some details and we'll verify you with a text message or call.

Last 4 of Social Security Number

Phone number

We'll text you a link or call this number with a 6-digit code.

By selecting "Get started", you authorize your wireless carrier to use or disclose information about your account and your wireless device, if available, to Experian or its service provider, solely to help them identify you or your wireless device and to prevent fraud. You consent to a one-time verification text or phone call from Experian to the number provided. Message and data rates may apply.

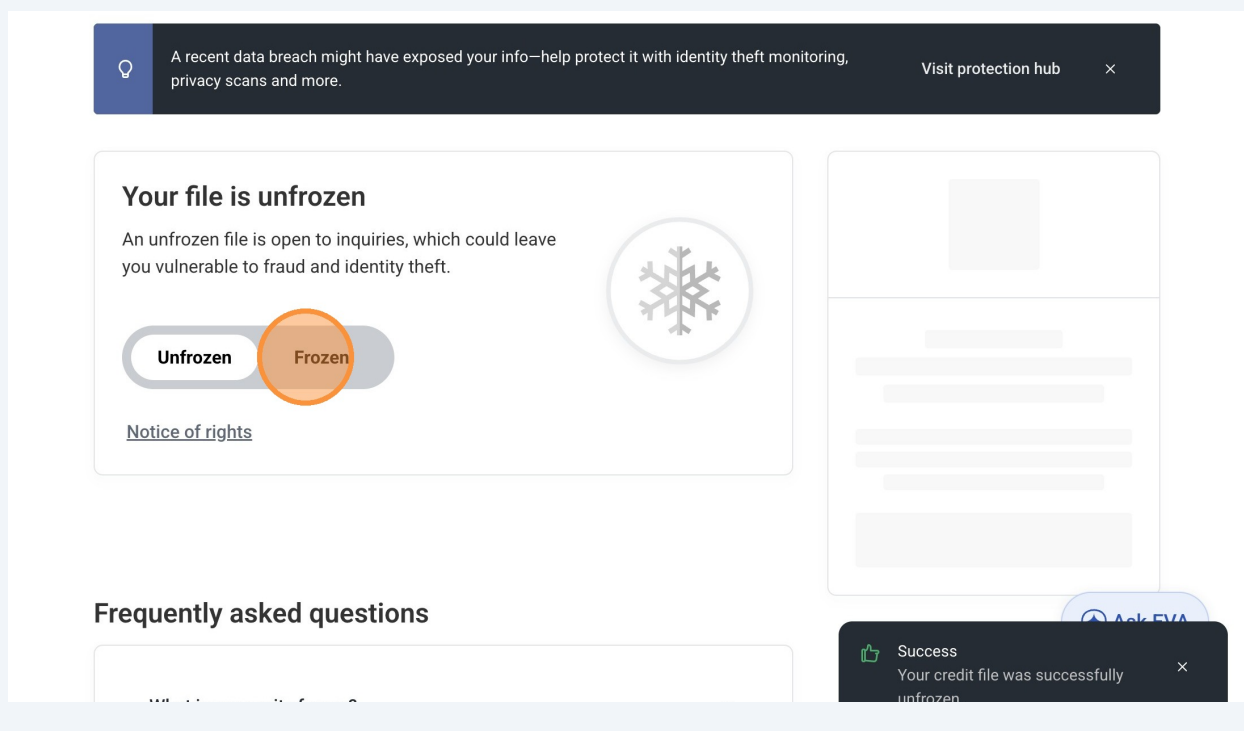
Get started

You'll need your phone to finish the next step

Your info stays secure—it's only used for verification

4

After you sign-in, you should see this dashboard. Turn on credit freeze by flicking on "Frozen".



The image shows the Experian credit freeze dashboard. At the top, there is a dark blue banner with a lightbulb icon, a message about a recent data breach, and a link to "Visit protection hub". The main section is titled "Your file is unfrozen". Below this, a subheading says "An unfrozen file is open to inquiries, which could leave you vulnerable to fraud and identity theft." There is a toggle switch with "Unfrozen" and "Frozen" options. The "Frozen" option is highlighted with an orange circle. Below the toggle is a link for "Notice of rights". To the right of the toggle is a snowflake icon. Below the main section is a "Frequently asked questions" section. At the bottom right, there is a success message in a dark blue box: "Success Your credit file was successfully unfrozen".

A recent data breach might have exposed your info—help protect it with identity theft monitoring, privacy scans and more. Visit protection hub

Your file is unfrozen

An unfrozen file is open to inquiries, which could leave you vulnerable to fraud and identity theft.

Unfrozen Frozen

[Notice of rights](#)

Frequently asked questions

Success
Your credit file was successfully unfrozen

5

You can also schedule thaw for situations that require your credit report to be accessed (i.e. when opening a new credit card). Click on "Schedule a thaw".

A recent data breach might have exposed your info—help protect it with identity theft monitoring, privacy scans and more. [Visit protection hub](#) x

Your file is frozen

Security freeze blocks most access to your Experian credit file, while still allowing you to view and monitor your credit.

Unfrozen **Frozen** [Schedule a thaw](#)

[Notice of rights](#)

Frequently asked questions

What is a security freeze?

Success
Your credit file was successfully frozen.

6

Click "Add a thaw".

A recent data breach might have exposed your info—help protect it with identity theft monitoring, privacy scans and more.

Your file is frozen

Security freeze blocks most access to your Experian credit file, while still allowing you to view and monitor your credit.

Unfrozen **Frozen** [Schedule a thaw](#)

[Notice of rights](#)

Frequently asked questions

What is a security freeze?

Applying for credit?

Schedule a thaw before you apply, which will allow access to your Experian credit file.

[Add a thaw](#)

7

Click here and select a date range using the calendar.

The screenshot shows the Experian Security Freeze management page. On the left, the 'Security freeze' section explains that it blocks access to the credit file. Below this, it states 'Your file is frozen' and shows two buttons: 'Unfrozen' and 'Frozen' (the latter is highlighted). A 'Schedule a thaw' link is also present. On the right, the 'Schedule a thaw' section explains that the thaw will start at 12 am CT and end at 11:59 pm CT. Below this, there is a 'Select date range' input field with a calendar icon. An orange circle highlights the 'Schedule a thaw' button in the bottom right corner of the right-hand panel.

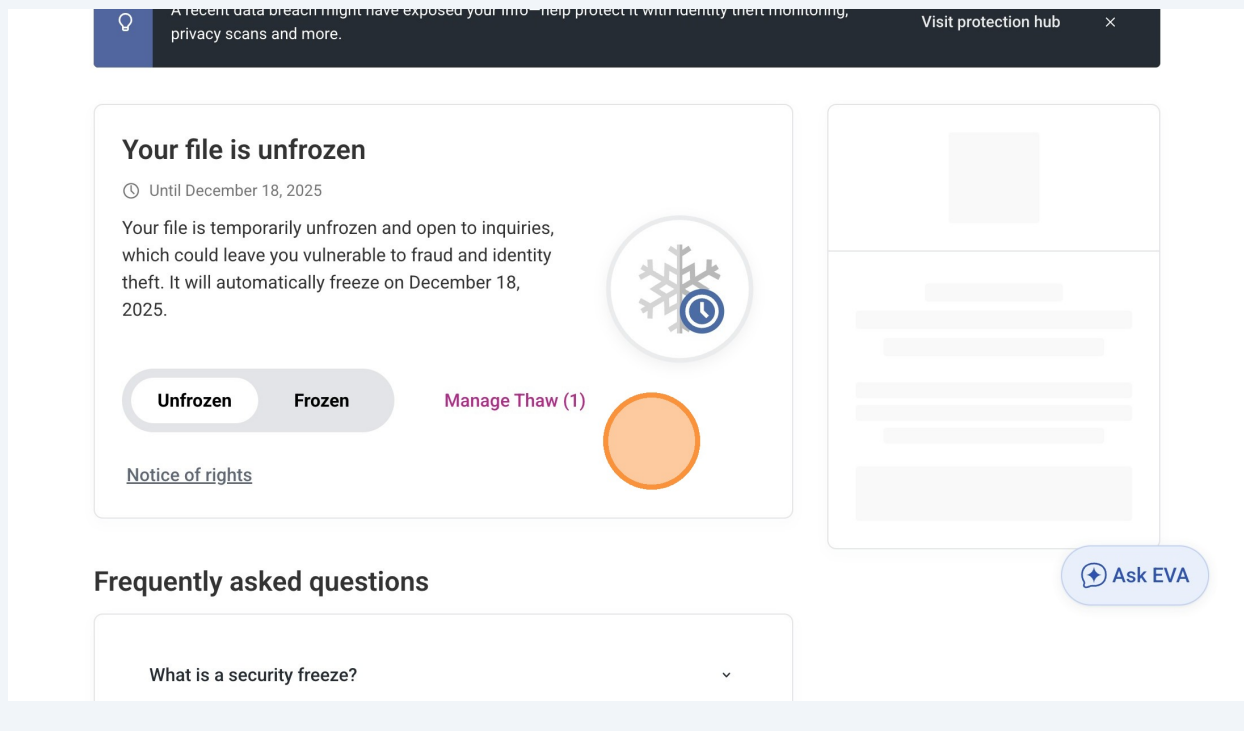
8

Click "Schedule thaw" to confirm.

This screenshot shows the same Experian Security Freeze interface as the previous one, but with the 'Schedule a thaw' button highlighted with an orange circle. The 'Select date range' input field now displays the date range '12/17/2025 - 12/18/2025'. The 'Schedule a thaw' button is located in the bottom right corner of the right-hand panel.

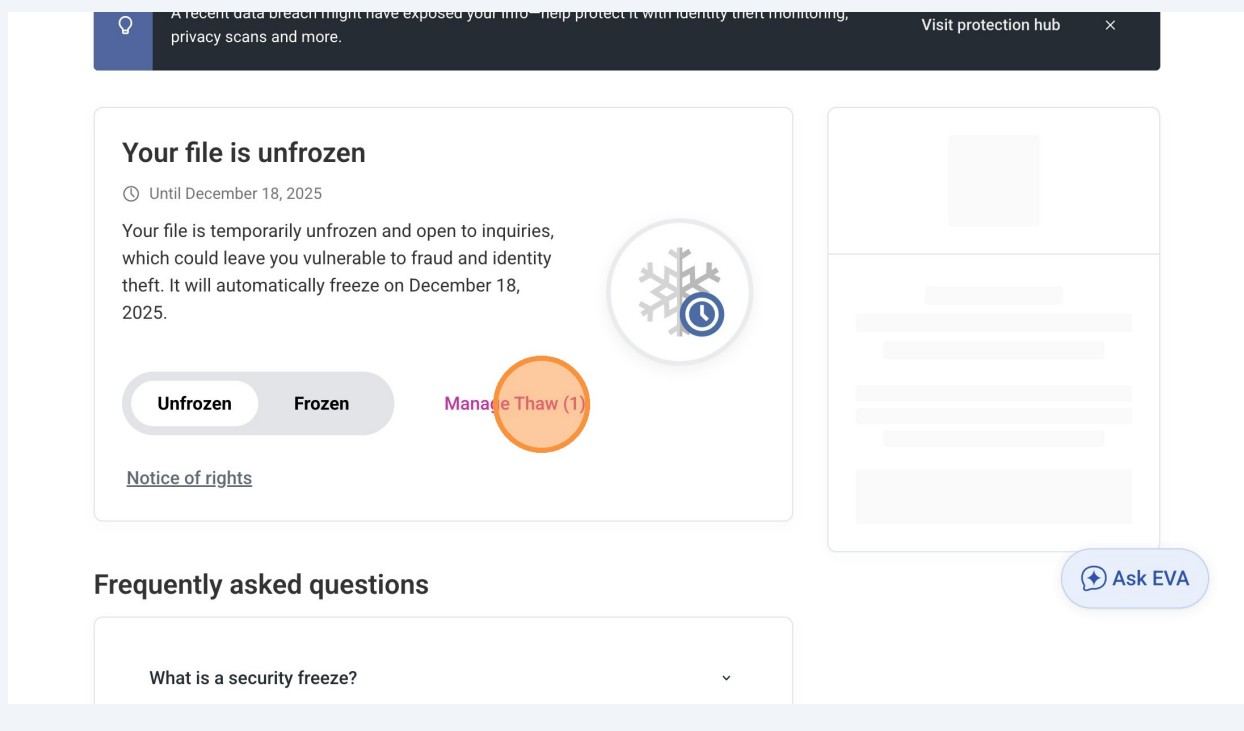
9

Your dashboard should look like this, indicating your file is currently unfrozen due to the thaw.

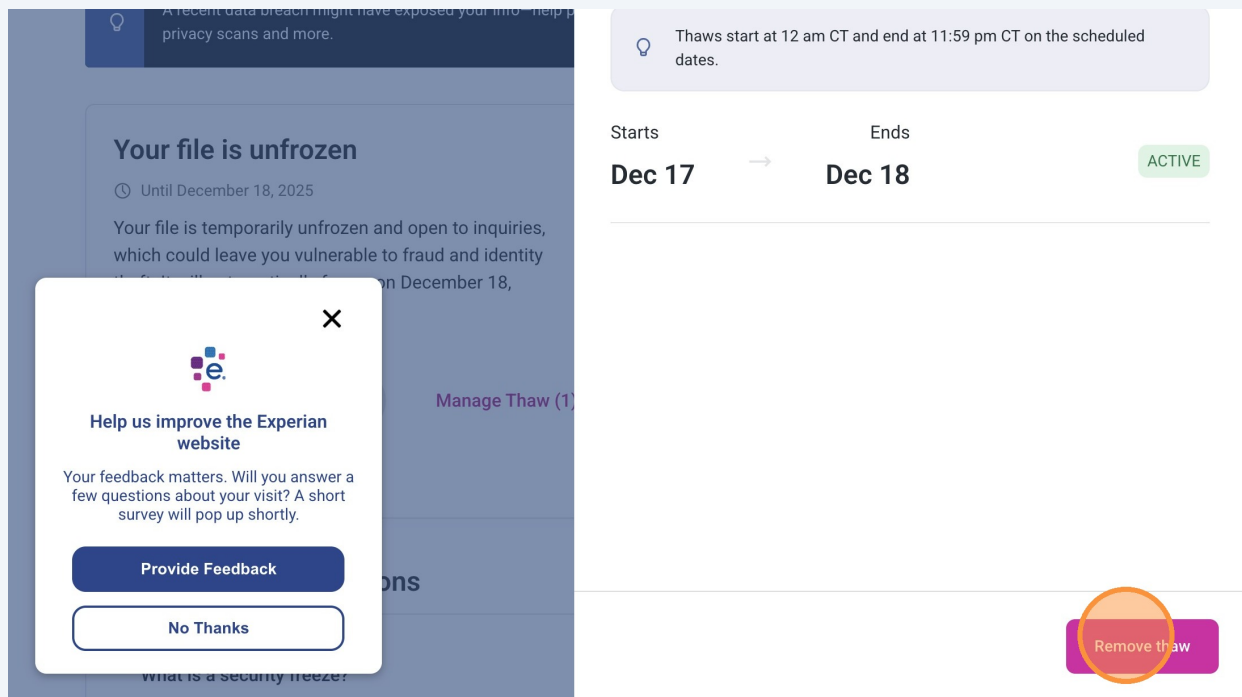


10

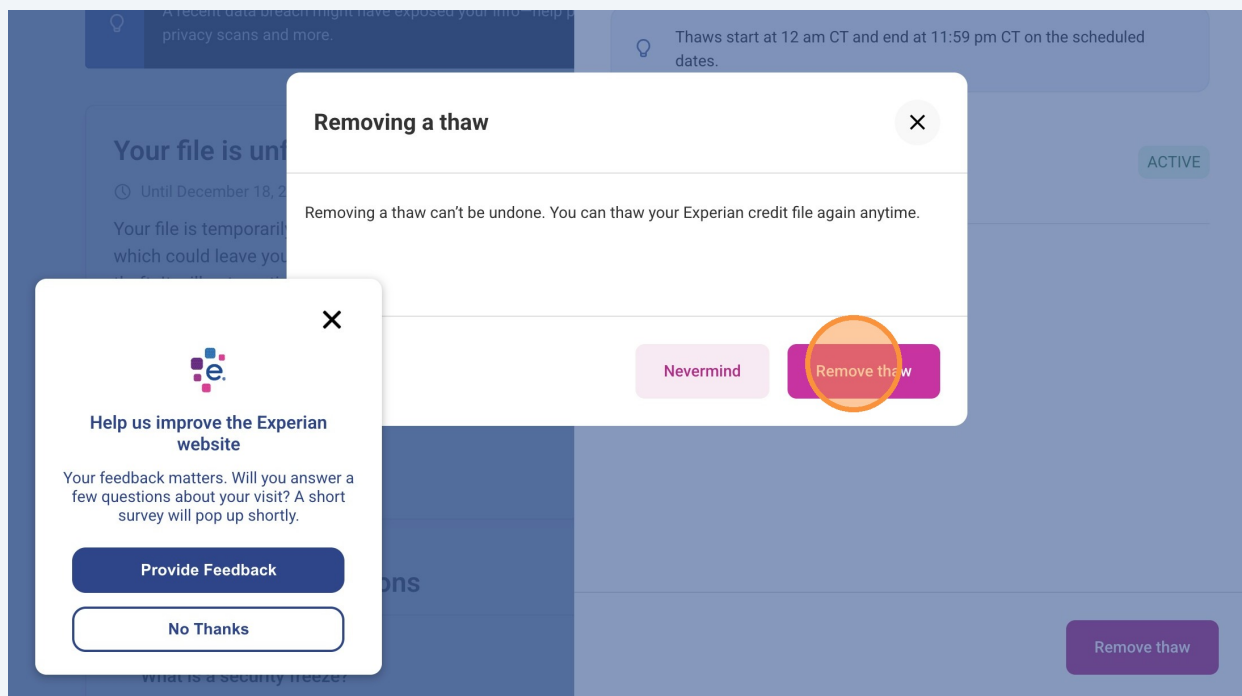
To cancel the thaw, click "Manage thaw".



11 Click "Remove thaw".



12 Confirm by clicking "Remove thaw" on more time.



13

Your dashboard should look like this again, indicating your Experian credit file is frozen.

