State of North Carolina
Office of the Governor

JOSH STEIN
Governor

November 5, 2025

Mr. Mark Begor
Equifax
1550 Peachtree Street Northwest
Atlanta, GA 30309

Mr. Brian Cassin
Experian
475 Anton Boulevard
Costa Mesa, CA 92626

Mr. Chris Cartwright
Transunion
555 West Adams Street
Chicago, IL 60661

Dear Messrs. Begor, Cartwright, and Cassin,

I am writing to you in light of the recent release of an interpretive rule from the Consumer Financial Protection Bureau rolling back previous guidance on the reporting of medical debt in consumer credit files. I applaud your 2022 policy of removing paid medical debt from consumer credit files. As you have previously expressed, medical debt is often involuntary and unforeseen, reflecting life circumstances and unplanned expenses beyond a consumer's control. Furthermore, research, including that of your joint venture company, VantageScore, has shown that having medical debt is typically not predictive of a person's creditworthiness.

I recently had the immense privilege of announcing that in partnership with the North Carolina Department of Health and Human Services, North Carolina's ninety-nine acute care hospitals have relieved 2.5 million North Carolinians of more than $6.5 billion in medical debt as part of the NC Medical Debt Relief program. This announcement was the culmination of a years-long effort begun in 2023 by former Governor Roy Cooper after our state expanded Medicaid and extended life-saving health coverage to more than 685,000 people. Many of these 2.5 million North Carolinians will see debts completely erased from their credit reports, fully freeing them from a burden that may have previously restricted their ability to buy a car, apply for a mortgage, or rent an apartment.

As a former consumer protection lawyer myself, I share your commitment to ensuring that consumers, financial services firms, and other businesses have access to clear, fair, and holistic information regarding consumers' credit histories. In light of the CFPB's recent action, I urge you to reiterate to North Carolina consumers your continued commitment to removing medical debt that has been forgiven, paid, or settled from their credit files. Clear communication and guidance from your credit bureaus will help mitigate any confusion among the 2.5 million in North Carolina whose medical debt has been relieved and who are anticipating the financial freedom of having these debts removed from their credit files.

Furthermore, I urge you to expand your voluntary commitments from 2022 that led the way in providing critical relief from medical debt for people across our country. These 2022 commitments of refraining from including medical debt in credit reports if the debt is less than one year delinquent, removing paid medical debt from credit reports, and omitting from reports any medical collection debt under $500 have unburdened millions of American consumers who now have expanded options for employment, insurance, housing, and consumer finance. As your policies suggest, removing these debts has not hampered accurate credit decisioning for those impacted. However, even more Americans would benefit if the credit reporting agencies eliminated all medical debt from consumer credit files entirely.

I appreciate your commitment to providing people with the opportunity to focus on their personal health and financial well-being. I hope that you will take action to provide relief to the millions of working North Carolinians and people across our country who deserve access to fair and affordable credit without the burden of medical debt.

Sincerely,

Josh Stein
Governor