

How can you report a complaint on your credit report or information?

We have **THREE STEPS** to effective complaint resolution. Follow these steps and your complaints will be addressed:

> Step One

Contact the Credit Bureau:

Contact the same credit bureau which issued your credit report.

TransUnion

Call Centre: 0861 482 482

Experian S.A.

Call Centre: 0861 105 665

Xpert Decisions Systems (XDS)

Call Centre: 011 645 9100

Micro Lenders Credit Bureau (Microlending)

Call Centre: 0861 287 328

Compuscan (Microlending)

Call Centre: 0861 514 131

Consumer Profile Bureau

Call Centre: 011 278 3800

KreditInform

Call Centre: 011 777 2700

LexisNexis Risk Management

Call Centre: 021 565 9700

If your complaint has **not been resolved**, proceed to Step Two!

> Step Two

Contact the Credit Information Ombud

The Credit Information Ombud can assist and instruct the credit bureau to address your complaint.

Credit Information Ombud

Call Centre: 0861 OMBUDS (0861 662837)

Fax: 086 688 6976

e-mail: ombud@creditombud.org.za

> Step Three

Contact the NCR

The NCR will investigate the matter and ensure that it is resolved.

National Credit Regulator (NCR)

Call Centre: 0860 627 627 (0860 NCR NCR)

e-mail: complaints@ncr.org.za

www.ncr.org.za

Consumers are entitled to one free credit bureau report per year



How can you report a complaint on your credit record or information?

* Important Definitions

Adverse consumer credit information includes:

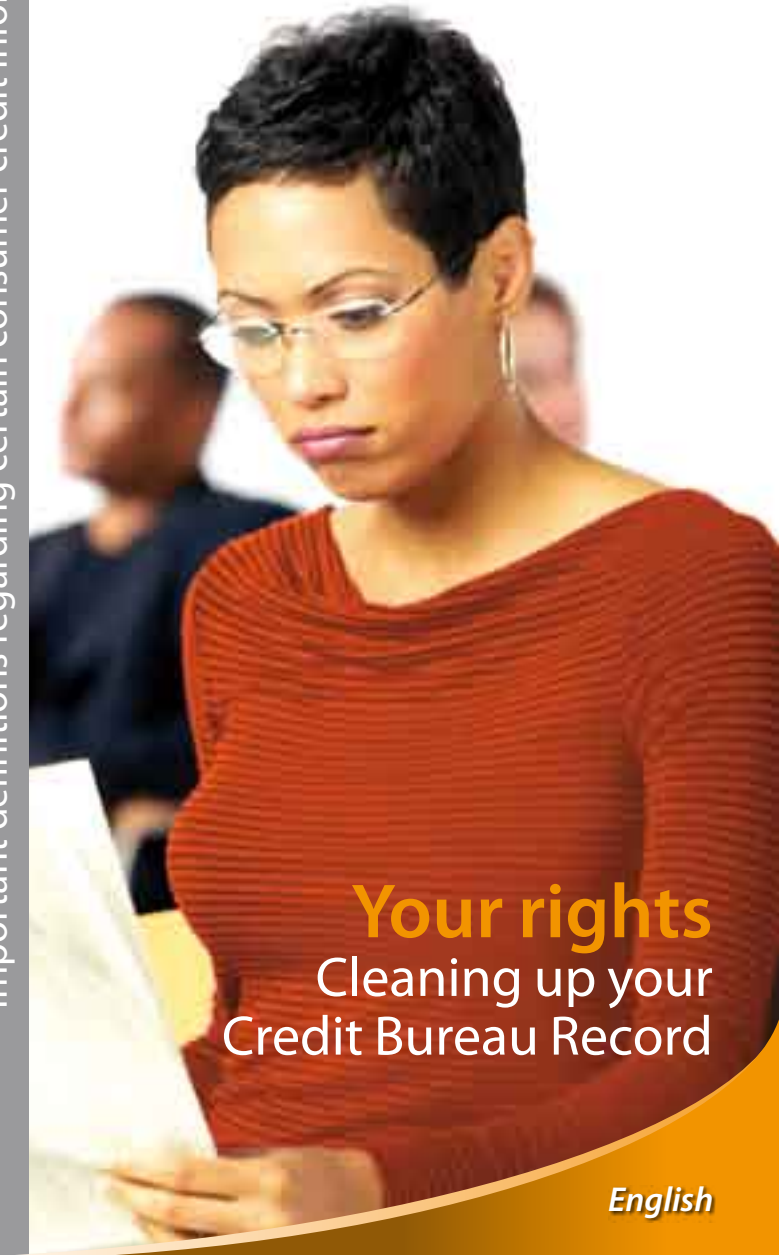
- Information which includes classifications of consumer behaviour such as delinquent, default, slow paying, absconded, or not contactable.
- Classifications related to enforcement action such as: handed over for collection, recovery, legal action, or written off.

Dormant Account:

- This is an account for which no payment was received from the consumer or where no enforcement action has been taken by the credit provider.
- This excludes credit facilities and any accounts where there is no contractual requirement for monthly payments to be made.



Important definitions regarding certain consumer credit information



Your rights
Cleaning up your
Credit Bureau Record

On the 1st June 2006, the National Credit Act, came into operation and the National Credit Regulator was established. The NCR is responsible for the regulation of the credit market and the enforcement of the Act.

The Act regulates credit bureaux and credit information. Consumers are entitled to a free credit bureau report once per annum. If there is any information on the report that is not correct, consumers can challenge the credit bureau to remove the incorrect information or to correct it. The credit bureau must not display the challenged information until the information is verified.

A. Section 73 Regulations

Section 73 of the Act provides for a once off removal of certain credit bureaux information. The purpose of the regulations is to address the concerns expressed by general public on data inaccuracies and the negative impact that "blacklisting" has had on the economic freedom of consumers.

On 1 December 2006, the regulations were published and it specified the removal of:

1. Information on dormant accounts;
2. Adverse records;
3. Civil court judgements.

Further details of the information which may be removed is listed in section B of this brochure. The definitions for adverse consumer credit information and dormant accounts are listed at the end of the brochure.

When the information held by credit bureaux is incorrect, you can challenge the credit bureau to have it corrected

Background: the National Credit Act

B. Which credit Information can be removed from your credit records by credit bureaux?

The following information categories must be removed from the credit bureaux records by no later than 1 June 2007.

1. Adverse consumer credit information in respect of a debt of less than R500*;
2. Consumer credit information relating to accounts, that have been dormant for a period of at least 24 months on 1 September 2006*;
3. Civil court judgments:
 - a) of up to R500 (except if a consumer has more than two unpaid judgments);
 - b) of up to R5000 if the judgment is older than 18 months (except if the consumer does not have more than two unpaid judgments on his or her records);
4. Judgements of up to R50,000 if the judgment amount was paid by 1 September 2006;
5. For judgements up to R50,000 that were unpaid on 1 September 2006, the consumer has until 1 September 2007 to pay the judgement amount and submit proof of payment to a credit bureau.

Note that this information must have been reflected on your records as at 1 September 2006 in order to fall into any one of the above mentioned categories and for the credit bureaux to remove it by 1 June 2007.

** refer to the definitions at the end of brochure*

Which Information can be removed from credit records?

Once the credit bureau has removed information listed above, they must advise all other registered credit bureaux, who must also remove any similar information from their records.

Credit Bureaux receive credit information from credit providers. They keep a record of your credit history and they must help you correct information that is not accurate.

If the credit bureau does not remove the specified information, consumers must lodge a complaint with the credit bureau. If the information is still not removed after the consumer has lodged a complaint with the credit bureaux, the consumer can contact the NCR or the Credit Information Ombud.

C. How can you verify that the information held by credit bureaux is accurate?

Until the 1 September 2007, you can only get a free credit report on your birth month. Thereafter, every consumer is entitled to one free report per year at any time in the year.

Further credit reports can be obtained from a credit bureau at a fee of not more than R20.

D. Why is it important to check your credit record?

It is important to get your credit report so you can verify that the information held by the credit bureau is correct.

When the information is not correct you can challenge the credit bureau to have it corrected.

You are also able to update your personal details in case they have changed.

How do you verify that the information held about you is accurate?

