

# FIX ANY ERRORS IN YOUR CREDIT REPORT FOR FREE

You have the right to get errors corrected for **FREE**.

The information in your credit report should be accurate, up-to-date, complete, relevant, and not misleading. If you think something doesn't meet those requirements, you can ask any credit provider or credit reporting body for help to fix that error, so long as they hold credit information about you.

## 5 STEPS TO FIX ANY ERRORS IN YOUR CREDIT REPORT



If you find information in your credit report that you think is incorrect, consider whether you have documents or other information to show the error.

To help ensure that your complaint is dealt with quickly by a credit provider or credit reporting body, it is always a good idea to provide them with the documents or information that shows an error has been made.

You should contact your credit provider or the credit reporting body and ask them to explain why the information is in your report. If you're not satisfied with their explanation, tell them why and ask for it to be corrected.

If you don't have success speaking directly to your credit provider or the credit reporting body, you can complain to the business' **External Dispute Resolution service**; these are independent bodies who investigate complaints, and credit providers and credit reporting bodies must be a member of one.

If you feel as though you cannot deal with the correction request on your own, make an appointment with a community legal centre or a financial counsellor who can help you through the process. Community legal centres and financial counsellors provide free advice and assistance.

If the information on your credit report turns out to be correct, consider what you can do to manage your credit effectively in the future.



### External Dispute Resolution Services

**AFCA / Australian Financial Complaints Authority**

Visit: [www.afca.org.au/](http://www.afca.org.au/)  
Call: 1800 931 678

**Energy and Water Ombudsman**

Call:  
**VIC** 1800 500 509  
**NSW** 1800 246 545  
**WA** 1800 754 004  
**SA** 1800 665 565

**Telecommunications Industry Ombudsman**

Visit: [www.tio.com.au](http://www.tio.com.au)  
Call: 1800 062 058

# KEEPING YOUR CREDIT REPORT HEALTHY!

## KNOW WHAT'S IN YOUR CREDIT REPORT

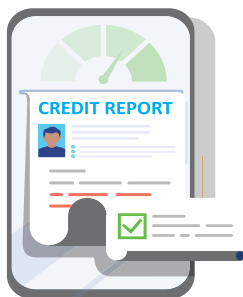
Getting to know what is on your credit report is the first step in taking control of it. Plus, it will let you see if there is anything wrong with it.

### KNOW WHAT'S ON YOUR CREDIT REPORT

- Your credit report includes a 24-month view of your repayment history, how many times you've applied for credit, and how much debt you have available.
- Credit accounts that reflect your repayment history information include credit cards, home loans, personal loans and car loans.
- Credit accounts that DO NOT reflect your repayment history information currently are telcos, utilities and most Buy Now Pay Later.
- Getting to know what is on your credit report is the first step in taking control of it. Plus, it will let you see if there is anything incorrect in it.

### CHECK YOUR CREDIT REPORT

- You can check your credit report, for **FREE**, every three months from each of the three credit reporting bodies.
- Errors in your credit report can be fixed for **FREE**.



### BE SENSIBLE WITH CREDIT

- Don't borrow more than you can afford to pay.
- Don't take on Buy Now Pay Later products if it means you then can't meet your other regular payment commitments.
- Pay your credit card bills and loan repayments on time.
- Don't let forgetfulness make you miss payments. Talk to your credit provider about setting up an automatic payment, i.e. direct debit, to make sure your minimum payments are paid on time.

### STRUGGLING? ASK FOR HELP

- If you are struggling to make repayments on time, talk to your credit provider. Many lenders (e.g. banks, credit unions and finance companies) and other businesses that sell things on credit (e.g. phone, gas and electricity companies) must work with you if you tell them that you are struggling with your payments.
- Free help from financial counsellors or your community legal centre is also available.

## BEWARE OF COMPANIES OFFERING CREDIT REPAIR

You might have seen online, TV or newspaper advertisements from companies claiming to be able to “repair your credit report” or “fix your credit history”. If it sounds too good to be true, it is probably because it isn't true. In reality these companies can:

- **Make misleading statements about their ability to assist you.** Some long-term credit issues can't be fixed through a credit report.
- **Charge thousands of dollars in fees for services that you can do yourself for FREE.** It is important to know that you can work to repair your credit on your own with the same tools that a credit repair agency would use.
- **Leave consumers worse off financially.** If you're already struggling with your finances, hiring a credit repair service may just add to your already existing debt.

**All consumers can easily dispute items on their credit report directly with each of the three credit reporting bodies or their credit provider/s.**

