CREDITSMART.ORG.AU
CLEARER CREDIT HISTORY

How to have a good credit report

Easy Read version

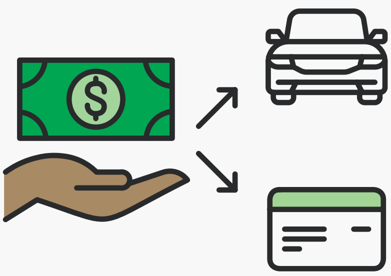
What is in this guide

About this guide

This guide is from Arca.

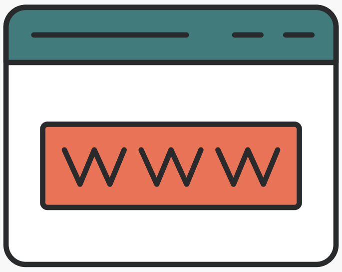
We used to be called the Australian Retail Credit Association.

This guide tells you how to make sure you have a good credit report.

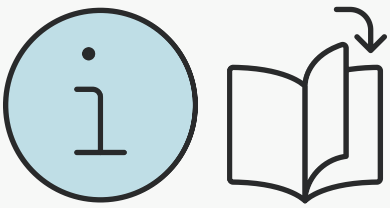


Your credit report has information about your debts. Debts means money you owe for things like loans and credit cards.

This is an Easy Read summary of our original guide. Summary means we only include our most important ideas.

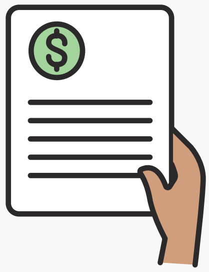


You can read the full version of this guide on our website.

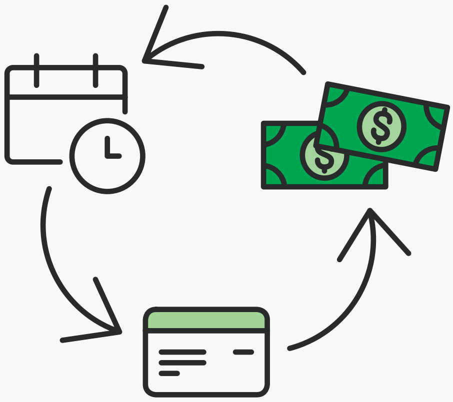


You can find out how to contact us on page 12 of this leaflet.

What is in your credit report



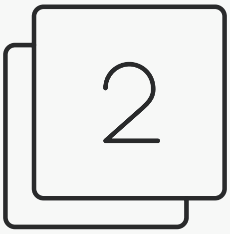
Your credit report shows things like your credit score. Your credit score shows repayment information.



Your credit report also shows things like:

- if you made your loan repayments on time
- how many times you have asked to borrow money
- how much money you owe for things like loans or credit cards.

Your credit report does not show information about money you owe to companies that give you services, like your phone.



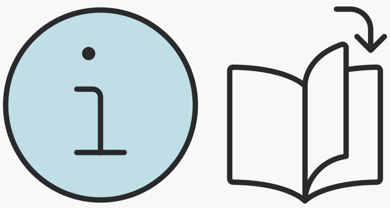
Your credit report shows whether you have paid on time in the past 2 years.

You should find out what is in your report so you can:

- manage your debts
- see if there are any mistakes.

How to find out what is in your credit report

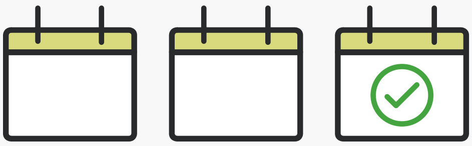
You can ask the 3 companies that do credit reports.



The companies are Equifax, Experian, and illion. You can find their contact information on page 13 of this leaflet.

It is free to find out what is in your credit report.

It is free to fix mistakes in your credit report.



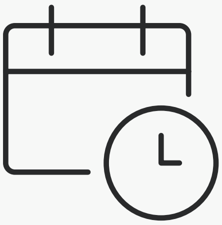
You can ask to see your credit report for free every 3 months.

How to have good credit

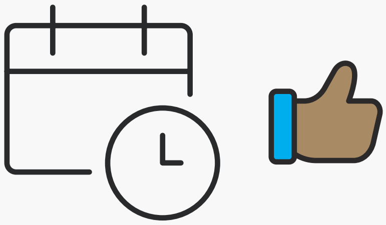
Ask for help from your lender if you find it hard to pay what you owe.

Do not borrow more money than you can pay back.

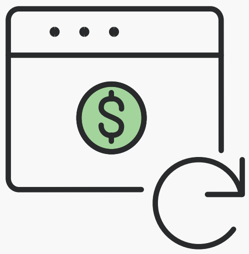
Do not use Buy Now Pay Later if it means you can't pay your other debts.



Pay your credit card bills and loans on time.



It’s important to make your debt payments on time to have good credit.



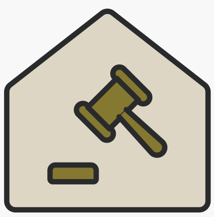
You can start a direct debit so that your bank makes payments from your account.

What to do if it is hard to make your payments

You can talk to your lender. This means the company you owe money to.

Some companies must work with you if you find it hard to pay your debts. For example:

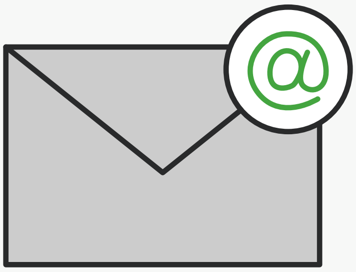
- banks and credit unions
- your phone or power company.



You can also get free help from your lender or local community legal centre.

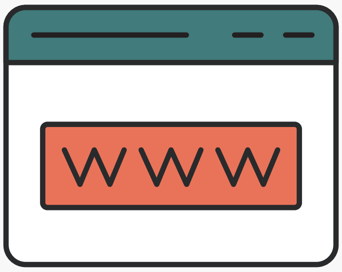
Contact information

There are many ways to contact us.



Email us

creditsmart@arca.asn.au



Visit our website

creditsmart.org.au

Get a free copy of your credit report

Website

equifax.com.au

Call

13 83 32

Website

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Call

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Website

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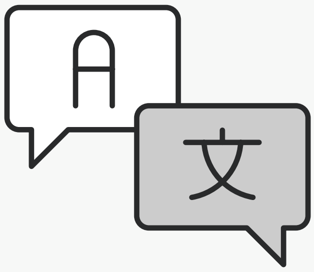
Call

13 23 33



Use the Translating and Interpreting Service (TIS)

Call 131 450 and ask to speak to Credit Smart on 1800 931 678.

Use the National Relay Service (NRS)

Visit the National Relay Service website.