

What can I do if the information on my credit report is incorrect?

The National Credit Act has prescribed a process for managing consumer disputes with the credit bureau. If you believe that the information on your credit report is incorrect, you should do the following:

- Contact the Credit Bureaux and inform them that you wish to register a dispute.
- The Credit Bureaux will investigate the dispute and respond within 20 business days. Credit providers will be notified that there is a dispute on your record but will not be able to view the disputed information during this investigation period.
- Should the information prove to be incorrect or unsubstantiated it will be removed immediately.
- Credit providers will be notified of the correction.

Should you not be satisfied with the resolution of your query you may contact the office of the
Credit Information Ombud on
0861 66 28 37.



RHODES UNIVERSITY

Where leaders learn

**RHODES UNIVERSITY
LEGAL AID CLINIC**

41 New Street
P.O. Box 702
Grahamstown
6140

Tel no: 046—6229301

Fax No: 046—6229312

Email: legalaiddclinic@ru.ac.za

Website: www.ru.ac.za/legalaid

 **YOU
AND
YOUR MONEY** 

**THE
CREDIT BUREAUX**

Rights regarding information held by Credit Bureaux

Whenever you apply for credit, the credit grantor checks your Credit Report before deciding whether to approve or decline your application.

A Free Credit Report is available once a year, as of 1 September 2006. This gives the Debtor access to all the information that credit grantors can access, including the debtor's paying habits, credit history and any other credit enquiries. Note that this free credit report is only available in the month of the debtor's birthday. You can now check that your personal information, like your ID number, address and employer's details, are correct and up to date. You can also see information relating to how you pay your accounts and how it is represented on your Credit Report.

The two main Credit Bureaux are:

- Trans Union ITC and
- Experian

A. Free Credit Report through TransUnion ITC

There are three main methods:

- Internet – Log into www.mycredit.co.za.
- Email – freecreditreport@transmission.co.za
- Fax – 011 388 9963

A reply to your application will be sent to you within 48 hours.

Should you have already received your Free Credit Report for the year, you can purchase another copy for only R20 from the Personal Credit Products section of this website.

B. Free Credit Report through Experian

To request your free credit report the following procedure must be followed:

- Complete a [Request a free credit report](#) form which can be downloaded at www.experian.co.za.
- Fax it (together with the required documentation) to 011 707 6700
- Or email the above completed report to consumer@experian.co.za.

A reply to your application will be sent to you within 48 hours.

Please note that any further copies of your credit report will be charged at R22.80 (R20 + VAT). For any further queries contact Experian's Consumer Relations desk on 0861 10 56 65.

You are required to provide the following information when making an application with both Credit Bureaux:

- Proof of your full names
- Date of birth
- Identity number (by providing a copy of your national identity document)
- Or, if your identity document is unavailable, a copy of your passport and full birth certificate or a valid driver's licence and other credit-related information

What information is on a credit report?

A credit report includes:

- information about previous credit enquiries.
- account repayments including poor payer information.
- judgments