



Comprehensive Credit Reporting Guide

This booklet contains important information about Regional Australia Bank's Comprehensive Credit Reporting Obligations and should be read in conjunction with Regional Australia Bank's Privacy Policy and Privacy Notice.

REGIONAL AUSTRALIA BANK COMPREHENSIVE CREDIT REPORTING

THIS DOCUMENT CONTAINS IMPORTANT INFORMATION ABOUT REGIONAL AUSTRALIA BANK'S COMPREHENSIVE CREDIT REPORTING OBLIGATIONS AND SHOULD BE READ IN CONJUNCTION WITH REGIONAL AUSTRALIA BANK'S [PRIVACY POLICY](#) AND [PRIVACY NOTICE](#).

When reading this, any reference to

- **We, Us** and **Our** is a reference to Regional Australia Bank Ltd; and
- **You** and **Your** is a reference to the Borrower or Member of Regional Australia Bank.

What is Comprehensive Credit Reporting?

Comprehensive Credit Reporting (CCR) allows additional information to be exchanged between Credit Providers and Credit Reporting Bodies to provide a clearer picture of your credit history.

Previously, your credit report showed any credit enquiries and payment defaults. Now your comprehensive credit report will include the following additional information:

- the types of loans and credit accounts you hold;
- when your accounts were opened (and closed);
- the current credit limit on your account(s);
- whether you have committed a fraud relating to a loan or an account held with us or other serious credit infringements;
- your repayment history including:
 - when you make repayments on time;
 - when your repayments are late by 14 days or more; and
 - when you exceed your credit card limit by more than 44 days.
 - Your credit history, including up to 24 months of repayment history, will be provided on all credit facilities you hold with Regional Australia Bank.

What CCR means for you.

Your credit report will now include your repayment history. This will include whether your repayments are made on time, if you are late with your repayments or if you have missed a repayment.

It is always important that you make your repayments on time to ensure late repayments are not shown on your credit report.

Setting up automatic payments such as, recurring direct debits, will help you manage your repayments. If you need assistance to set these up please contact us on 132 067.

If you are having trouble making repayments please contact us immediately on 132 067 to discuss your situation.

For information about how we can assist you and our financial hardship application, please visit our [website](#).

CCR and hardship.

At this stage, Regional Australia Bank will not provide any repayment history for an account in a current formal hardship arrangement.

What happens if I don't want to be reported on?

If you hold or apply for credit with us we are obligated to report your credit history.

You can request the credit reporting body not to allow a credit provider to use your credit reporting information for the purpose of pre-screening for direct marketing

How long does my repayment history remain on my credit report?

Your repayment history is shown on your credit report for the previous 24 month period.

How to obtain a copy of your Credit Report?

You can request a copy of your free credit report once every 3 months from the [Equifax Website](#) or on 138 332.

You can also request access to the credit information that we hold about you.

What Should I do if there is a mistake on my Credit Report or I want to make a complaint?

If you wish to make a complaint or you notice that there is a mistake on your Credit Report you can request that we update this information by contacting our Privacy Officer using the below details:

Address: Technology Park, 45-50 Madgwick Drive
Armidale NSW 2350

Telephone: 132 067

Email: privacy@regionalaustaliabank.com.au

What should I do if I am the victim of identity fraud?

If you think you are the victim of identity fraud or have transactions that you don't recognise you should contact us immediately on 132 067.

You can also contact Equifax on 138 332 and request that they not disclose your personal information for a period of time if you believe that you have been or are likely to be a victim of fraud, including identity fraud.

Changes to this document.

We may make changes to this document from time to time (without notice to you) that are necessary.

Further information.

The [Credit Smart Website](#) has further information on CCR and credit reporting in Australia.

June 2022



Head Office

Technology Park, Madgwick Drive, Armidale NSW 2350
PO Box U631, University of New England NSW 2351

Telephone 132 067 **Email** enquiries@regionalaustaliabank.com.au

Web regionalaustaliabank.com.au