



## **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](#).**

### What is Comprehensive Credit Reporting?

The Comprehensive Credit Report (CCR) provides additional information about your credit history. This information is shared between Credit Providers and Credit Reporting Bodies using personal identifiers that may include your full name, address, date of birth, driver's license number, employer name, gender, to accurately match and identify your credit record.

Regional Australia Bank exchange on the Comprehensive Credit Report any credit enquiries, payment defaults and positive information such as:

- 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 information (RHI) 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, is provided on all credit facilities you hold with Regional Australia Bank.

The Report also includes a Credit Rating that is an indication of your credit worthiness based on a credit score.

### What CCR means for you.

Your credit report includes your repayment history. This includes 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.

From 1 November 2022, as part of CCR, Regional Australia Bank also reports on Financial Hardship Information (FHI) which shows that you have entered into a hardship arrangement, and if your repayments obligations have been met with your hardship arrangement.

This reporting does not include the reason for hardship or the details of the hardship arrangement.

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

If you hold or apply for credit with Regional Australia Bank, we are obligated to report your credit history.

### How long does your 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 a copy if you have been denied credit within the past 90 days, or your credit information has been corrected.

### What Should you do if there is a mistake on your Credit Report?

If 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@regionalaustraliabank.com.au](mailto:privacy@regionalaustraliabank.com.au)

### What should you do if you are 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 (to keep update with the regulations).

### Further information.

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

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