



Bad Credit Rating Case Study

Client Profile:

Name: Kylie
State: Queensland
Sex: Female
Age: 32
Married/Single: In a Relationship
Listing Type: Default
Original Creditor: Telstra
Current Creditor: Baycorp
Paid / Unpaid: Paid

Application received: 11th February 2011
Stage 2 Payment received: 28th February 2011
Default Removed: 3rd March 2011

Background: The client had gotten a phone for her father but had put it into her name and when the client moved the phone bills were meant to remain being sent to her fathers address so that the clients father could continue paying the bills, the client was unaware that the bills were not being paid and the client received no communication from Telstra or her father to state that the accounts were outstanding or that a default was going to be placed on her credit file, the client only became aware of the default when the client applied for a car loan after writing off her car in 07 and as soon as the client was aware of the default listing the client paid the amount that was due.

What were any challenges with the creditor? In this Case we had no challenges with the Creditor; it was a clean cut case.

Why was the default removed? We had success removing the default as upon a legislative compliance officers (LCO) review of the documents the client had provided, and documents supplied by the creditor, the LCO realized that the Creditor had not provided correct information. The LCO pointed this out to the Creditor and as the creditor could not evidence the fact that it had fully complied with the legislation, they agreed to remove the default.

Summary: Kelly was not made aware of the default until she wrote off her car and needed a loan to purchase a new one, she then paid the account in full, but the listing was still on her credit file. The listing was cleared in 3 working days; Now Kelly can get a Loan for a new car – **Congratulations Kelly!!**