



Bad Credit Rating Default Removal Case Study

Client Profile:

Name:	Malcolm
State:	WA
Sex:	Male
Age:	29
Married/Single:	Single
Listing Type:	Default
Original Creditor:	Optus
Current Creditor:	Optus
Paid / Unpaid:	Paid
Listing Amount:	\$475

Application received:	15/02/2011
Stage 2 Payment received:	23/02/2010
Default Removed:	16/03/2011

Background:

During the contract, the client had gone over his usage as he was unable to check the amount due to poor reception. The client had contacted Optus to advise them of the situation however nothing was done to solve the issue. The client later moved house and was meant to cancel the account however he had forgotten; as he had planned for the account to be cancelled, his address was not updated.

What were any challenges with the creditor:

There was a delay in receiving the requested correspondence.

Why was the default removed:

The creditor was opposing our request for removal, a complaint was then raised with the relevant regulatory body. After much correspondence between all of the parties involved, further information came to light and our Legislative Compliance Officers were able to re-instruct Optus to remove the default.

Summary:

Malcolm was very eager to have the default listing removed from his credit file as he was endeavoring to obtain finance. – **Congratulations Malcolm!**