



## Bad Credit Rating Default Removal Case Study

### Client Profile:

<b>Name:</b>	Peter
<b>State:</b>	NT
<b>Sex:</b>	Male
<b>Age:</b>	43
<b>Married/Single:</b>	Married
<b>Listing Type:</b>	Default
<b>Original Creditor:</b>	Soul Communications Ltd
<b>Current Creditor:</b>	Soul Communications Ltd
<b>Paid / Unpaid:</b>	Unpaid
<b>Listing Amount:</b>	\$436

<b>Application received:</b>	9/12/2010
<b>Stage 2 Payment received:</b>	14/12/2010
<b>Default Removed:</b>	7/02/2011

### Credit Repair Background:

Peter cancelled his mobile contract with Soul Communications over the phone. In the same phone call Soul advised that the account would be cancelled and a final bill would be sent in the mail. When the final bill arrived, extra charges were applied for cancellation of the contract. This bill was disputed and was never resolved.

### What were any challenges with the creditor:

No real challenges, and information requested was sent to us in a timely manner

### Why was the default removed:

A MyCRA Legislative Compliance Officers (LCO) reviewed the documents provided by the client, these were subsequently compared to documents supplied by the creditor. The LCO reached the conclusion that the Creditor had not provided adequate information to the client prior to the default listing. 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:

Peter had an outstanding dispute on his Soul Communications account due to a cancellation fee, which MyCRA were able to resolve on his behalf. With this success we were able to restore his financial integrity – **Congratulations Peter!**