



Bad Credit Rating Default Removal Case Study

Client Profile:

Name:	John
State:	NSW
Sex:	Male
Age:	63
Married/Single:	Married
Listing Type:	Default
Original Creditor:	Optus
Current Creditor:	Optus
Paid / Unpaid:	Paid
Listing Amount:	\$138

Application received:	23/11/2011
Stage 2 Payment received:	07/02/2011
Default Removed:	30/03/2011

Credit Repair Background:

The client had an Optus home phone. He was moving address and called Optus to let him know that he would be changing address and would like to cancel the service. He asked a representative if there was an amount outstanding on his last phone bill. He was advised that there was a nil balance and didn't think that anything further was required of him. He was then defaulted with a cancellation fee that he was never made aware of.

What were any challenges with the creditor:

The creditor took longer than expected to provide the documents. A complaint was raised with a higher department in order to speed the process up. Upon speaking to an Optus representative in a higher department documents were provided.

Why was the default removed:

Supplied documents were reviewed by a Legislative Compliance Officer immediately. The documentation on the account revealed that the client was incorrectly informed that there was a nil balance on his account.

Summary:

This is the second default that the client has had removed by MyCRA and the client is thrilled to have had such success. All this only took 36 business days. **Congratulations John!**