



Bad Credit Rating Default Removal Case Study

Client Profile:

Name: Sally
State: QLD
Sex: Female
Age: 44
Married/Single: Single
Listing Type: Default
Original Creditor: Optus
Current Creditor: Optus
Paid / Unpaid: Unpaid
Listing Amount: \$2233.00

Application received: 16/09/2010
Stage 2 Payment received: 30/09/2010
Default Removed: 18/03/2011

Credit Repair Background:

The client was working in Real Estate on a commission only basis during the Global Financial Crisis, sales in residential properties plummeted so she was receiving less money. She separated from her partner and was left to pay the mortgage and all other expenses with no assistance from her ex-partner. Due to the pressure of paying all household expenses and level of her reduced income, Sally was unable to meet her commitments.

What were any challenges with the creditor:

The creditor refused to remove the default in our initial dealings believing the listing was correct.

Why was the default removed:

Once all information had been received and reviewed, our team was able to identify discrepancies with the listing. We presented our findings to Optus but they still refused removal. We escalated to a higher authority who forced Optus to remove the listing in line with the discrepancies discovered by MyCRA.

Summary:

Sally contacted MyCRA to clean her Credit File as she works in the finance industry and understands how important it is to have a clear Credit Rating. Sally was over the moon to hear the listing was now removed. The Default listed with Optus was removed in a total of 121 working days. – **Congratulations Sally !**