



Your Centrix Credit File – What does it mean?

You have requested a copy of your credit file from Centrix (“we”, “us”, “our”) pursuant to your rights under the Credit Reporting Privacy Code 2004 (“**Code**”). Your Centrix credit file contains the credit information that we hold on you. This information paper is provided to you to assist you understanding your Centrix credit file.

A. Who can see my Centrix credit file?

We may provide your credit file to our subscribers (being those businesses who use our credit reporting services). This includes credit providers, prospective landlords and employers that have your consent, and to debt collectors. Generally, credit providers are businesses who lend money (such as banks or finance companies) or businesses that provide goods and services before payment (such as telephone/gas/power companies). Not all information is made available to every subscriber as explained below. The Code sets out in detail who can see your credit file and this can be found at www.privacy.org.nz.

B. The information contained in your Centrix credit file

Below is an explanation of each section on your credit file. We have used the same headings in your credit file.

Summary Information

This contains a high level summary of the information we have.

Consumer Information

This section contains the information we have relating to your name, any other names, known addresses and date of birth.

Driver Licence Verification

If you have provided your driver’s licence details to us as verification of your identity this information will be shown here. This information will not be shown to subscribers.

Retail Energy Data

This section contains any default information we hold regarding a power or gas account. This information is only made available to power and gas companies who are part of Centrix’ RED closed user database.

Account Information

This shows any credit account information that we have. This information is commonly known as comprehensive credit information or positive credit information. This includes information about a credit account you have including the amount of credit extended, whether the account is open or closed and periodic payments that are due (repayment history information). Account information is



only provided to registered credit providers (such as a bank or finance company), gas/electricity companies, registered insurers or telephone companies.

The table below explains the description of what is supplied in the report.

Code	Category	Description
N	Current	No payment required.
U	Other	Unreported/Unavailable. Payment status unavailable at Bureau as a result of a Credit Provider having not provided an update for the month for example.
0 (zero)	Current	Payments up-to-date as at the cycle date. Overdraft with limited agreed.
1	1-29 days past due	Payments 1-29 days in arrears as at the cycle date. A grace period of up to 14 calendar days may be observed by individual credit provider.
2	30-59 days past due	Payments 30-59 days in arrears as at the cycle date
3	60-89 days past due	Payments 60-89 days in arrears as at the cycle date
4	90-119 days past due	Payments
5	120-149 days past due	Payments 120-149 days in arrears as at the cycle date
6	150-179 days past due	Payments 150-179 days in arrears as at the cycle date
X	180+ days past due date	Payments more than 180 days in arrears as at the cycle date
H	Hardship	Customer in Hardship
R	Re-aged	An account has been re-aged by credit provider

File Access

This section contains the access log which is a record of the accesses that have been made to your credit file. For example, when a credit provider carried out a credit check on you when you made an application for credit, or when there has been a review of your credit account by a credit provider. Only those file accesses that are relevant to the assessment of creditworthiness are made available to subscribers.

Credit Defaults

This section will show any information we hold about any current or past defaults you may have and any repayments made.

Judgments

This shows any court judgment for monies entered against you that we hold.

Insolvencies

This is any information about bankruptcy, no asset procedure and summary instalment orders relating to you.



Company Affiliations

This is directorship and shareholder information from the New Zealand Companies Office.

C. How long does this information stay on my credit file?

The Code sets out how long certain information can remain on your credit file and provided to our subscribers. This is detailed in the table below. Please note that we may continue to hold your information for a period up to 1 year after the date the information is no longer permitted to be reported to our subscribers. This means that we may still hold information on you, but not report the information to our subscribers.

Type of credit information	How long Centrix can report the information
Credit application information	5 years from date of application
Default information (for a debtor)	5 years from date of default
Default information (for a guarantor)	5 years from date of notification of default to guarantor
Judgment information	5 years from date of judgment
Single bankruptcy	4 years from date of discharge from bankruptcy
Single entry to no asset procedure	4 years from date of discharge from no asset procedure
Multiple insolvency events, being: <ul style="list-style-type: none"> 1. Where person is/has been bankrupt on 2 or more occasions; or 2. Where a person is/has been both bankrupt and discharged from the no asset procedure. 	Indefinite
Summary instalment order	5 years from date of order
Previous enquiry record - that part of the access log that is relevant to creditworthiness	5 years from date of enquiry
Account information (other than repayment history information)	2 years from date credit account closed
Repayment history information	2 years from month following due date of periodic payment
Credit score	2 working days from date of creation

D. What if I think my Centrix credit file contains incorrect information?

The information contained in your credit file is provided to us by third parties. If you think any information is incorrect, you can make a request to correct it by contacting us. We will make a decision on your request as soon as we can. Considering a correction request will often involve us contacting the organisation that provided the information to us (for example, if the correction is about a default, we will need to contact the debt collector, or the credit provider).



We will advise you of our decision on your request within 20 working days, unless we require further time to investigate your request, and in that case we will let you know how long it will be before a decision is made.

If we do not correct the information in accordance with your request you can request that there be attached to the information a statement of the correction sought by you and not made. You can do this by contacting us.

E. What are my rights?

A summary of your rights under the Code can be found on our website or you can contact us and we will email or mail a copy to you.

If you think we have breached the Credit Reporting Privacy Code 2004, and you wish to make a complaint, you should contact us and we will investigate your complaint in accordance with our Complaints Procedure. Details of our Complaints Procedure can be found on our website or by contacting us and we will email or mail a copy to you. You can make a complaint by contacting us.

If you are not satisfied with the outcome of your complaint you may complain to the Privacy Commissioner. Details of how to do so can be found on the Commissioner's website: www.privacy.org.nz.

F. What if I am a victim of fraud?

If you believe that you have been, or are likely to be, a victim of fraud (including identity fraud) you can request a credit report 'freeze'. This will mean that during the 'freeze', Centrix will "suppress" the credit information held on your credit file and will not, except in limited circumstances, provide your credit report to credit providers or update or add information to your credit file. Details of how to do so can be found on our website.

Our contact details:

Email: mycreditreport@centrix.co.nz
Phone 0800 236 874
Post Centrix Group Limited, PO Box 62512, Greenlane, Auckland 1546
Website: www.centrix.co.nz