



To meet the requirements of Section 23.11 of the CR Code, Tasmanian Collection Service provides the following report for the financial year ending 30th June 2017.

Access Information 23.11 (a) Individuals provided with access to their Credit Information File without charge = 1.2%

Access Information 23.11 (b) Individuals provided with access to their Credit Information File with a charge = 10.7%

Corrections 23.11 (c) Correction requests received = .0004%

Corrections 23.11 (d) Successful correction requests = .0004%

Corrections 23.11 (e) Average days for correction = 1 day

Corrections 23.11 (f) Other corrections made = 0%

Corrections 23.11 (g) Default incorrectly recorded on file

Complaints 23.11 (h) Complaints received = .0004%

Complaints 23.11 (i) Type of complaint received = Default was disputed and not recorded as such

Complaints 23.11 (j) Complaints finalised = .0004%

Complaints 23.11 (k) Complaint finalisation period = 25 days

Complaints 23.11 (l) Complaint outcomes = satisfactorily corrected

Serious Credit Infringements 23.11 (m) Serious credit infringements disclosed = 0%

Serious Credit Infringements 23.11 (n) Serious credit infringements by sector = 0%

Serious Credit Infringements 23.11 (o) Tasmanian Collection Service does not record Serious Credit Infringements, therefore no audits were conducted

Disclosure to the CRB of consumer credit liability information and repayment history information. Tasmanian Collection Service does not provide credit liability or repayment history information.

23.11 (p)(i) Disclosure to the CRB of consumer credit liability information 0%

23.11 (p)(ii) Disclosure to the CRB of repayment history information 0%