



**Compuscan**

a CSH Group company



# COMPUSCAN PTY LTD

**Annual Credit Report 2016 / 2017**

August 2017



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## A. Introduction

Compuscan is a Credit Reporting Body (ABN 606991664) and as per the requirements set out in clause 23.11 of the Credit Reporting Code, must publish an annual report on its website by the 31st August each year. This report is for the period 1 July 2016 to 30 June 2017 and it includes the following information:

- Statistics relating to access requests, corrections, complaints and serious credit infringements;
- Statistics relating to comprehensive credit reporting activity which includes consumer credit liability information and repayment history information;
- A summary of Compuscan's monitoring and auditing activity;
- Any other information as requested by the Commissioner

The zero results reported below can be assigned to Compuscan's system not being live yet and still being in the testing phase.

## B. Access Requests

The table below provides statistics related to the number of individuals who accessed their credit record.

Section	Details	Formula	Result
23.11 (a)	The percentage of consumer credit reports issued to individuals without charge	<b>% = <math>AI(WC) / IND \times 100</math></b> where: AI(WC) is the number individuals given access to their credit reporting information (without charge) by the CRB during the reporting period; and IND is the number of individuals about whom credit information is held at the end of the reporting period	0%
23.11 (b)	The percentage of consumer credit reports issued to individuals with a charge	<b>% = <math>AI(C) / IND \times 100</math></b> where: AI(C) is the number of individuals given access to their credit reporting information by the CRB during the reporting period where the individual used a fee-based service; and IND is the number of individuals about whom credit information is held at the end of the reporting period	0%





## C. Correction requests

The table below provides statistics related to the number of individuals who requested a correction to their credit record held by Compuscan.

Section	Details	Formula	Result
23.11 (c)	The percentage of correction requests received from consumers	<p><b>% = CR/ IND x 100</b></p> <p>where:</p> <p>CR is the number of correction requests received by the CRB during the reporting period; and IND is the number of individuals about whom credit information is held at the end of the reporting period</p>	0%
23.11 (d)	The percentage of successful corrections requests	<p><b>% = SCR/ CR x 100</b> where: SCR is the number of successful correction requests, that is, correction requests received by the CRB during the reporting period where the CRB was satisfied that a correction should be made; and CR is the number of correction requests received by the CRB during the reporting period</p>	0%
23.11 (e)	The average number of days taken to finalise a correction request	<p><b>Average days = TD/ TC</b></p> <p>where:</p> <p>TD is the total number of calendar days taken from receipt to a finalisation for all correction requests finalised by the CRB during the reporting period; and TC is the total number of corrections finalised by the CRB during the reporting period</p>	0%
23.11 (f)	The percentage of corrections made that were not made in response to a correction request from the relevant individual	<p><b>% = OCR/ IND x 100</b></p> <p>where:</p> <p>OCR is the number of other corrections, that is, corrections made by the CRB during the reporting period that were not made in response to a correction request from the relevant individual; and IND is the number of individuals about whom credit information is held at the end of the reporting period (g)</p> <p>Types of corrections made – information about (i) the types of correction requests received and corrections made during the reporting period (including a % figure for each correction type against all types); (ii) the industry sectors from which the information that was corrected originated from.</p>	0%



## D. Complaints received

The table below provides statistics related to the number, type and outcome of complaints received by Compuscan.

Section	Details	Formula	Result
23.11 (h)	The percentage of complaints received	<b>% = C/ IND x 100</b> where: C is the number of complaints received by the CRB during the reporting period; and IND is the number of individuals about whom credit information is held at the end of the reporting period	0%
23.11 (i)	The types of complaints received	Information about the types of complaints that were received by the CRB during the reporting period (including a % figure for each complaint type against all types)	0%
23.11 (j)	The percentage of complaints finalised	<b>% = F/ IND x 100</b> where: F is the number of complaints finalised by the CRB during the reporting period; and IND is the number of individuals about whom credit information is held at the end of the reporting period	0%
23.11 (k)	The average number of days taken to finalise a complaint	<b>Average days = TD/ TCP</b> where: TD is the total number of calendar days taken from receipt to a finalisation for all complaints finalised by the CRB during the reporting period; and TCP is the total number of complaints finalised by the CRB during the reporting period	0%
23.11 (l)	Details of the outcome of complaints	Information about the outcomes of the complaints finalised during the reporting period	0%



## E. Serious Credit Infringements

The table below provides statistics related to the number, of serious credit infringements reported to Compuscan.

Section	Details	Formula	Result
23.11 (m)	The percentage of serious credit infringements received	<b>% = SCI/ IND x 100</b> where: SCI is the total number of times during the reporting period that a CP disclosed an opinion to the CRB that an individual had, in circumstances specified by the provider, committed a serious credit infringements; and IND is the number of individuals about whom credit information is held at the end of the reporting period	0%
23.11 (n)	The percentage of serious credit infringements received by sector	<b>% = SCI(S)/SCI x 100</b> where: SCI(S) is the number of times during the reporting period that a CP from a particular sector disclosed an opinion to the CRB that an individual had, in circumstances specified by the provider, committed a serious credit infringements; and SCI is the total number of times during the reporting period that a CP disclosed an opinion to the CRB that an individual had, in circumstances specified by the provider, committed a serious credit infringements	0%

## F. Auditing activities

In accordance with clause 23 of the Credit reporting code, Compuscan has developed a risk based program to monitor credit provider's compliance with the Privacy Act 1988 and the Credit Reporting Code.

As Compuscan's system is not yet live and is still in the testing phase, no auditing activity has taken place.

The risk based program will be implemented at the beginning of the 2017 / 2018 financial year and will be reported on in the next annual submission.



## G. Consumer Credit Liability Information

The table below provides statistics related to the percentage of Consumer Credit Liability Information reported to Compuscan.

Section	Details	Formula	Result
23.11 (p)(i)	The percentage of consumer credit liability information reported	<b>% = CCLI/ CP x 100</b> where: CCLI is the number of CPs that disclosed consumer credit liability information to the CRB during the reporting period; and CP is the total number of CPs that disclosed any credit information to the CRB during the reporting period	100%

## H. Repayment History Information

The table below provides statistics related to the percentage of Repayment History Information reported to Compuscan.

Section	Details	Formula	Result
23.11 (p)(ii)	The percentage of repayment history information reported	<b>% = RHI/ CP x 100</b> where: RHI is the number of CPs that disclosed repayment history information to the CRB during the reporting period; and CP is the total number of CPs that disclosed any credit information to the CRB during the reporting period	0%

## I. Other Information

Compuscan has not been requested by the Commissioner to provide any other information for the 2016 / 2017 financial year.