# Experian Australia Credit Services

## Credit Reporting Annual Report

1 July 2025 to 30 June 2026*

Experian Australia Credit Services ceased operating as a credit reporting body on 31 March 2026.

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# 1. Introduction

Clause 23.15 of the Privacy (Credit Reporting) Code 2025 (CR Code) requires Credit Reporting Bodies (CRBs) such as Experian to generate a report that includes the information requirements as set out in that clause (hereafter referred to as 'The Credit Reporting Annual Report') and publish that report on their website.

The Credit Reporting Annual Report includes:

- Statistics on Experian's credit reporting performance with regards to access requests, corrections, complaints, and Serious Credit Infringements (SCI)
- Statistics on comprehensive credit reporting activity
- A summary of Experian's monitoring and auditing efforts of credit reporting activities
- Any other information as requested by the Office of the Australian Information Commissioner (OAIC)

While Experian Australia Credit Services ceased providing credit reporting services on 31 March 2026, we confirm this report covers the full period of 1 July 2025 to 30 June 2026 (the "Reporting Period"), for data points where relevant.

# 2. Experian Credit Report access requests

Individuals are entitled to access their credit reporting information held by a credit reporting body. Access enables individuals to review the information maintained about them and assists in ensuring that the information is accurate, up-to-date, complete, relevant and not misleading.

Credit reporting bodies must provide individuals with access to their credit reporting information free of charge in the circumstances prescribed by the Privacy Act 1988 and the CR Code. Some credit reporting bodies may also offer additional access services on a fee-paying basis.

The table below provides statistics in relation to the number of individuals who accessed their Experian credit report for the Reporting Period.

<table>
<tr><th>Activity</th><th colspan="2">Definition</th><th>Result</th></tr>
<tr><td rowspan="4">15(a) Percentage of individuals who were given access to their Experian Credit Report without charge</td><td colspan="2">Free Experian Credit Reports / Total Individuals</td><td rowspan="4">0.11% of individuals about whom Experian held credit information were provided their Experian credit report without charge.</td></tr>
<tr><td>Formula</td><td>% = AI (WC) / IND x 100%</td></tr>
<tr><td>AI (WC)</td><td>= the number of individuals that were provided access to their Experian credit report without charge during the reporting period.</td></tr>
<tr><td>IND</td><td>= the number of individuals about whom credit information is held by Experian at the end of the reporting period.</td></tr>
</table>

15(b) No individuals were charged for access to their Experian Credit Report during the Reporting Period.

# 3. Corrections

A correction occurs where credit reporting information held by the credit reporting body is amended, updated, or removed to ensure that it is accurate, up-to-date, complete, relevant, and not misleading. Corrections may arise following a request from an individual, advice from a credit provider, the outcome of a complaint or investigation, or as a result of the credit reporting body's own quality assurance and data integrity processes.

The next table provides statistics in relation to the number of corrections received and performed by Experian.

<table>
<tr><th>Activity</th><th>Definition and results</th><th>Results</th></tr>
<tr><td>15(c) Percentage of correction requests received</td><td>Correction Requests received / Total Individuals<table><tr><td>Formula</td><td>% = CR / IND x 100%</td></tr><tr><td>CR</td><td>= the total number of correction requests received by Experian during the reporting period.</td></tr><tr><td>IND</td><td>= the number of individuals about whom credit information is held by Experian at the end of the reporting period.</td></tr></table></td><td>0.06% of individuals about whom Experian held credit information requested a correction.</td></tr>
<tr><td>15(d) Percentage of successful correction requests</td><td>Successful Correction Requests received / Total Correction Requests<table><tr><td>Formula</td><td>% = CR(S) / CR x 100%</td></tr><tr><td>CR(S)</td><td>= the total number successful corrections received and executed by Experian during the reporting period.</td></tr><tr><td>CR</td><td>= the total number of correction requests received by Experian during the reporting period.</td></tr></table></td><td>26.28% of correction requests received resulted in a correction.</td></tr>
<tr><td>15(e) Mean number of days taken to finalise a correction</td><td>Mean number of days taken to finalise a correction<table><tr><td>Formula</td><td>D(CR) / TC</td></tr><tr><td>D(CR)</td><td>= the total number of calendar days taken from the receipt of a correction requests to being finalised by Experian, during the reporting period.</td></tr></table></td><td>The mean number of days taken to resolve a correction request was 26.15 calendar days.</td></tr>
</table>

<table>
<tr><td></td><td><table><tr><td>TC</td><td>= the total number of corrections finalised by Experian during the reporting period.</td></tr></table></td><td></td></tr>
<tr><td>15(f) Percentage of other corrections made</td><td>Other Correction Requests / Total Individuals<table><tr><td>Formula</td><td>% = CR(O) / IND x 100</td></tr><tr><td>CR(O)</td><td>= the number of other corrections made by Experian during the reporting period that were not made in response to a correction request from the relevant individual.</td></tr><tr><td>IND</td><td>= the number of individuals about whom credit information is held by Experian at the end of the reporting period.</td></tr></table></td><td>Correction requests that were not made by individuals (‘Other Corrections’) totalled 0.02% of all individuals about whom credit information is held by Experian.</td></tr>
<tr><td>15(g) Types of corrections made</td><td>Corrections by<br>(i) Corrections type;<br>(ii) Industry sector</td><td><table><tr><th colspan="2">Type of corrections</th></tr><tr><td>Credit Enquiries</td><td>58.14%</td></tr><tr><td>Credit Accounts</td><td>16.04%</td></tr><tr><td>Personal Information</td><td>6.47%</td></tr><tr><td>Current Credit Provider</td><td>1.60%</td></tr><tr><td>Defaults</td><td>7.24%</td></tr><tr><td>Bankruptcy Information</td><td>1.38%</td></tr><tr><td>Judgments</td><td>4.09%</td></tr><tr><td>Other</td><td>5.04%</td></tr></table><table><tr><th colspan="2">Industry sector</th></tr><tr><td>Bank</td><td>87.08%</td></tr><tr><td>Other</td><td>11.00%</td></tr><tr><td>Card Finance</td><td>1.81%</td></tr><tr><td>Telco</td><td>0.11%</td></tr></table></td></tr>
</table>

# 4. Complaints

Complaints relating to credit reporting matters may be made directly to the credit reporting body by individuals who have concerns about the handling of their personal information, the accuracy of credit reporting information, or compliance with obligations under the Privacy Act 1988 and the CR Code.

Complaints are assessed and managed in accordance with the credit reporting body's internal dispute resolution processes and applicable regulatory requirements. Where appropriate, complaints may result in further investigation, correction of information, or other remedial action.

The table below provides statistics in relation to complaints received by Experian.

<table>
<tr><th>Activity</th><th>Definition</th><th>Result</th></tr>
<tr><td>15(h) Percentage of complaints received</td><td>Complaints received / Total Individuals<br><table><tr><td>Formula</td><td>% = C / IND x 100</td></tr><tr><td>C</td><td>=the number of complaints received by Experian during the reporting period.</td></tr><tr><td>IND</td><td>= the number of individuals about whom credit information is held by Experian at the end of the reporting period.</td></tr></table></td><td>Complaints received as a percentage of individuals about whom credit information is held by Experian for the reporting period was 0.0010%.</td></tr>
<tr><td>15(i) Types of complaints received</td><td>Information about the types of complaints received (%) by Experian, during the reporting period.</td><td><table><tr><th colspan="2">Type of complaints</th></tr><tr><td>Report Content</td><td>71.30%</td></tr><tr><td>Credit Score</td><td>13.60%</td></tr><tr><td>Service</td><td>10.57%</td></tr><tr><td>Ban</td><td>0.91%</td></tr><tr><td>Other</td><td>3.62%</td></tr></table></td></tr>
<tr><td>15(j) Percentage (%) of complaints finalised</td><td>Complaints Finalised / Total Individuals<br><table><tr><td>Formula</td><td>% = F / IND x 100</td></tr><tr><td>F</td><td>= the number of complaints finalised by Experian during the reporting period.</td></tr><tr><td>IND</td><td>= the number of individuals about whom credit information is held by Experian at the end of the reporting period.</td></tr></table></td><td>The percentage of Complaints received by Experian that were finalised during the reporting period was 0.0010%.</td></tr>
</table>

<table>
<tr><th>Activity</th><th>Definition</th><th>Result</th></tr>
<tr><td>15(k) Average days elapsed for complaint finalisation</td><td>Average Days Taken to Finalise a Complaint<br><table><tr><td>Formula</td><td>D(C) / TCP</td></tr><tr><td>D(C)</td><td>= the total days is the total number of calendar days taken from the receipt of a complaint during the reporting period through to being finalised.</td></tr><tr><td>TCP</td><td>= 96 the total number of complaints finalised by Experian during the reporting period.</td></tr></table></td><td>The average number of days taken to resolve complaints during the reporting period was:<br><table><tr><td>IDR Complaints</td><td>18.65 days</td></tr><tr><td>EDR Complaints</td><td>82.69 days</td></tr></table></td></tr>
<tr><td>15(l) Outcome of complaints</td><td>Information about the outcome of resolved complaints (%) during the reporting period.</td><td><table><tr><th colspan="2">Complaint outcomes</th></tr><tr><td>Explanation on information held</td><td>61.94%</td></tr><tr><td>Credit information updated</td><td>26.28%</td></tr><tr><td>Insufficient information</td><td>11.78%</td></tr></table></td></tr>
</table>

# 5. Serious Credit Infringements

A Serious Credit Infringement (SCI) is where, in the opinion of a credit provider (CP), that an individual has committed an act that includes fraudulently obtaining or attempting to obtain consumer credit, or fraudulently evading or attempting to evade the individual's obligations in relation to consumer credit.

The table below provides statistics in relation to the number of Serious Credit Infringements (SCI) reported to Experian.

<table>
<tr><th>Activity</th><th>Definition</th><th>Result</th></tr>
<tr><td>15(m) Percentage of SCIs</td><td>Total SCIs received / Total Individuals<table><tr><td>Formula</td><td>SCI / IND x 100</td></tr><tr><td>SCI</td><td>= the total number of instances that a CP disclosed an opinion to Experian that an individual has committed an SCI.</td></tr><tr><td>IND</td><td>= the number of individuals about whom credit information is held by Experian at the end of the reporting period.</td></tr></table></td><td>No SCIs were reported to Experian during the reporting period.</td></tr>
<tr><td>15(n) Percentage of SCIs by industry sector</td><td>Total SCIs for Sector / Total SCIs<table><tr><td>Formula</td><td>% = SCI(S) / SCI x 100</td></tr><tr><td>SCI(S)</td><td>= the total number of instances that a CP from a specific industry sector disclosed an opinion to Experian that an individual has committed an SCI.</td></tr><tr><td>SCI</td><td>= the total number of instances that a CP disclosed an opinion to Experian that an individual has committed an SCI.</td></tr></table></td><td>No SCIs were reported to Experian during the reporting period.</td></tr>
</table>

# 6. Consumer Credit Liability Information

New types of credit-related personal information further to the CR Code include Consumer Credit Liability Information (CCLI). CCLI includes:

- The name of the CP.
- Whether the CP is a credit licensee.
- The type of consumer credit.
- The day the consumer credit is entered.
- The terms or conditions of the consumer credit relating to repayment of the amount of the credit that are prescribed by the regulations.
- The maximum amount of available credit.
- The day on which the consumer credit is terminated or otherwise ceases to be in force.

<table>
<tr><th>Activity</th><th>Definition</th><th>Result</th></tr>
<tr><td>15(o) Percentage of providers disclosing CCLI</td><td>Total CCLI disclosures / Total CP’s<br><table>
<tr><td>Formula</td><td>CCLI / CP x 100%</td></tr>
<tr><td>CCLI</td><td>= the number of providers that disclosed consumer credit liability information to Experian during the reporting period.</td></tr>
<tr><td>CP</td><td>= the total number of credit providers that disclosed any credit information to Experian during the reporting period.</td></tr>
</table></td><td>The percentage of credit providers disclosing CCLI to Experian is 34.46%</td></tr>
</table>

# 7. Repayment History Information

New types of credit-related personal information further to the CR Code include Repayment History Information (RHI). RHI includes:

- Whether an individual has met a consumer credit obligation to make a due and payable monthly payment; and,
- The day that a monthly payment is due and payable; and,
- In the event that a payment is made late, the day that the individual makes that payment.

<table>
<tr><th>Activity</th><th>Definition</th><th>Result</th></tr>
<tr><td>15(p) Percentage of providers disclosing RHI</td><td>Total RHI disclosures / Total CP’s<br><table>
<tr><td>Formula</td><td>RHI / CP x 100%</td></tr>
<tr><td>RHI</td><td>= the number of providers that disclosed repayment history information to Experian during the reporting period.</td></tr>
</table></td><td>The percentage of credit providers disclosing RHI to Experian is 33.11%</td></tr>
</table>

| | | |
|---|---|---|
| | **CP** = the total number of credit providers that disclosed any credit information to Experian during the reporting period. | |

# 8. Monitoring and auditing activities

Experian undertakes auditing and monitoring activities to comply with Section 23 of the CR Code and Sections 20N and 20Q of the Privacy Act.  These activities are conducted to ensure that:

- Credit information provided by CPs to Experian is accurate, up-to-date, and complete; and,
- Credit reporting information issued by Experian to CPs is managed in a secure manner by the CP, free from misuse, interference, loss, un-authorised access, modification, or disclosure; and,
- CPs correct credit-related personal information as required by Part IIIA, the Regulations and the CR Code.

**Auditing Activities**

Experian has established a risk-based program to assess CPs' compliance with their obligations under Part IIIA and prioritises audits for CPs that present the greatest risk of non-compliance.

All CPs engaged with the Experian bureau are assessed twice per annum, against the following criteria:

- volume and type of credit reporting information collected from the CP
- accuracy of credit reporting information collected from the CP
- corrections submitted by the CP
- timeliness of the supply of credit reporting information
- whether the CP has been audited previously and the outcome of previous audits

The outcome of the biannual assessment determines the CPs Experian will require to participate in an audit.

The following summarises the outcomes of the audits conducted during the reporting period:

- One audit had been completed.
- The audit process identified no discrepancies in any of the data held on the bureau for the audit participant.
- The participant was found to have appropriate practices in place to ensure that credit reporting information is protected by them from misuse, interference, and loss and from unauthorised access, modification, or disclosure.

**Monitoring Activities**

Experian undertook ongoing monitoring of credit provider data submissions to identify missing data, unusual reporting patterns and potential data quality issues. Where anomalies were identified, Experian investigated the matter, engaged with the relevant credit provider where appropriate and monitored subsequent activity to confirm resolution.

In addition to these activities, the following measures were in place during the reporting period:

- Data quality validation and exception reporting on incoming data submissions.
- Controls supporting record matching, correction processing, data retention and ongoing consumer record maintenance activities.
- Due diligence and ongoing compliance oversight of participating credit providers.

# 9. Other information

During the reporting period, Experian was not requested by the OAIC to provide any additional information for the purposes of section 23.15(q) of the CR Code.

**This concludes the Experian Australia Credit Services Pty Ltd Credit Reporting Annual Report for 1 July 2025 to 30 June 2026**