



What positive, negative and adverse information do credit bureaus hold?

Previously, credit bureaus only kept negative information which led to the term blacklisting. These days, credit bureaus keep **both positive and negative information**. It is noteworthy that the vast majority of the data held by credit bureaus is positive data. A good credit record will give you better access to credit.

Positive Information

- Account details
- Account types
- Positive payment behaviour
- Positive status of the account

Negative Information

- Notices
- Judgments
- Admin orders
- Debt collections
- Debt restructuring
- Negative payment behaviour
- Negative status of the account

More About Negative or Adverse Information

- Data providers submit new account registrations, account closures and repayment behaviour of consumer accounts to the credit bureaus through daily and monthly submissions.
- If payments are missed, the months in arrears and overdue balances are indicated in the account data submitted.
- The data provider must only report the facts.
- The credit bureau must validate the data and if it passes the validation rules, must accept the filing of the information as per Section 70(2) of the NCA.
- It is up to the data provider who uses the report to assess whether or not this information constitutes “bad payment” or “a bad payer”. Such terms are not assigned by Experian and we do not ‘blacklist’ consumers.

What about handed over or written off accounts?

A Data Provider may submit accounts with an adverse status to the credit bureaus provided that:

1. the account has been in arrears for three consecutive billing cycles; and
2. that they provided the consumer with 20 business days’ notice before submitting the adverse; and
3. the consumer did not dispute the amount during the 20 business days’ notice period.

As regulated by Regulation 17 of the National Credit Act, an adverse can be displayed on the consumer’s report for up to one year, dated from the adverse date.

Retention periods

Retention is calculated on the **account last payment and status dates**. Retention periods depend on the kind of information, here are a few common retention periods:

- **6 Months:** Disputes.
- **1 Year:** Enquiries, Adverse classifications of consumer behaviour or Adverse classifications of enforcement action.
- **5 Years:** Payment profile, administration orders, judgements, rehabilitation orders or sequestration orders.

It is important to note, that there are conditions under which credit bureaus can remove this information, such as settlement of account, clearance certificates issued, or court orders/rescindments.

If you’re disputing information on your **My Credit Check** report (this is based on the Experian Sigma database, or the old Compuscan database):

- Visit www.mycreditcheck.co.za or
- Email za.consumer@experian.com

If you’re disputing information on your **My Credit Expert** report (this is based on the Experian database), you can dispute it by:

- Visiting www.mycreditexpert.co.za or
- Email eza.consumer@experian.com