



Equifax Australia Information Services and Solutions Pty Limited

2024-25 Credit Reporting Annual Report

29 August 2025

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1. Introduction

Equifax Australia Information Services and Solutions Pty Limited ABN 26 000 602 862 (**Equifax**) is a wholly-owned subsidiary of Equifax, Inc. Equifax operates a credit reporting body (**CRB**) as contemplated by Part IIIA of the *Privacy Act 1988* (Cth) (**Act**). That CRB is an organisational division within the broader business conducted by Equifax in Australia. Its core product offering includes the provision of credit reports in relation to individuals and businesses. The CRB's data includes credit information on over 20.8 million individuals in Australia.

Section 23(15) of the *Privacy (Credit Reporting) Code 2025* (**CR Code**) requires Equifax to publish on its website an annual report (**Annual Report**) that includes the following information:

- Statistics relating to access requests, corrections, complaints and serious credit infringements;
- Statistics relating to comprehensive credit reporting, namely the disclosure to Equifax of consumer credit liability information (**CCLI**) and repayment history information (**RHI**); and
- Any other information requested by the Office of the Australian Information Commissioner (**OAIC**) from time-to-time

as detailed below in this Report.

This Annual Report has been prepared in accordance with the requirements of section 23(15) of the CR Code for the period 1 July 2024 to 30 June 2025 (**Reporting Period**) in respect of the Equifax CRB.

2. Access to Credit Reporting Information

The below table provides statistics in relation to the number of individuals who accessed their credit reporting information during the Reporting Period.

CR CODE CLAUSE	DESCRIPTION	RESULT
23(15)(a)	<p>The percentage of individuals given access to their credit information without charge.</p> <p>To calculate this percentage, the applicable formula is:</p> <p>% = AI(WC)/IND x 100</p> <p>In this formula:</p> <p>AI(WC) is the number of individuals given access to their credit reporting information (without charge) by the CRB during the Reporting Period.</p> <p>IND is the number of individuals about whom credit information is held at the end of the Reporting Period.</p>	1.524%
23(15)(b)	<p>The percentage of individuals given access to their credit information through a fee-based service.</p> <p>To calculate this percentage, the applicable formula is:</p> <p>% = AI(C)/IND x 100</p> <p>In this formula:</p> <p>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.</p> <p>IND is the number of individuals about whom credit information is held at the end of the Reporting Period.</p>	0.616%

3. Corrections

The below table provides statistics in relation to correction requests received, other corrections made, and the types of correction requests received and corrections made, by the Equifax CRB for the Reporting Period.

CR CODE CLAUSE	DESCRIPTION	RESULT
23(15)(c)	<p>The percentage of correction requests received¹ by the CRB.</p> <p>To calculate this percentage, the applicable formula is:</p> <p>% = CR/IND x 100</p> <p>In this formula:</p> <p>CR is the number of correction requests received by the CRB during the Reporting Period.</p> <p>IND is the number of individuals about whom the CRB holds credit information at the end of the Reporting Period.</p>	0.31%
23(15)(d)	<p>The percentage of successful correction requests, being correction requests received by the CRB where the CRB is satisfied that a correction should be made.</p> <p>To calculate this percentage, the applicable formula was:</p> <p>% = CR(S)/CR x 100</p> <p>In this formula:</p> <p>CR(S) is the number of correction requests received by the CRB during the Reporting Period where the CRB was satisfied that a correction should be made.</p> <p>CR is the number of correction requests received by the CRB during the Reporting Period.</p>	37.15%
23.15(e)	<p>The mean number of days taken to finalise a correction.</p> <p>To calculate the mean number of days, the applicable formula is:</p> <p>Mean days = D(CR)/TC</p> <p>In this formula:</p> <p>D(CR) is the total number of calendar days taken from receipt to finalisation for all correction requests finalised by the CRB during the Reporting Period.</p> <p>TC is the total number of corrections finalised by the CRB during the Reporting Period.</p>	16
23.15(f)	<p>The percentage of other corrections made²;</p> <p>To calculate this percentage, the applicable formula is:</p>	0.72%

¹ These are requests from an individual for a correction to relevant personal information.

² These are requests from a credit provider for a correction to relevant personal information that was provided to the CRB. It does not include data resubmissions or batch updates of information by credit providers, or like functions in data ingestion or processing.

CR CODE CLAUSE	DESCRIPTION	RESULT																		
	<p>% = CR(O)/IND x 100</p> <p>In this formula:</p> <p>CR(O) is the number of corrections made by the CRB during the Reporting Period that were not made in response to a correction request from the relevant individual.</p> <p>IND is the number of individuals about whom the CRB holds credit information at the end of the Reporting Period.</p>																			
23(15)(g)(i)	<p>The types of correction requests received and corrections made during the Reporting Period (including a percentage figure for each correction type against all types.)</p> <p>Results rounded to two decimals.</p>																			
<table><tr><th>Type</th><th>CCLI</th><th>RHI</th><th>Default</th><th>Enquiry</th><th>Judgement</th><th>Personal Details</th><th>Personal Insolvency</th><th>Other Public Record</th></tr><tr><td>%</td><td>12.45%</td><td>38.48%</td><td>11.14%</td><td>25.60%</td><td>0.04%</td><td>11.60%</td><td>0.11%</td><td>0.58%</td></tr></table>			Type	CCLI	RHI	Default	Enquiry	Judgement	Personal Details	Personal Insolvency	Other Public Record	%	12.45%	38.48%	11.14%	25.60%	0.04%	11.60%	0.11%	0.58%
Type	CCLI	RHI	Default	Enquiry	Judgement	Personal Details	Personal Insolvency	Other Public Record												
%	12.45%	38.48%	11.14%	25.60%	0.04%	11.60%	0.11%	0.58%												
23(15)(g)(ii)	<p>The industry sectors from which the information that was corrected originated from:</p> <p>Credit, Telecommunications, Utilities, Other</p>																			

4. Complaints

The following table provides statistics in relation to the number, type, and outcomes of complaints received by the Equifax CRB during the Reporting Period.

CR CODE CLAUSE	DESCRIPTION	RESULT
23(15)(h)	<p>The percentage of complaints received.</p> <p>To calculate this percentage, the applicable formula is:</p> <p>% = C/IND x 100</p> <p>In this formula:</p> <p>C is the number of complaints received by the CRB during the Reporting Period.</p> <p>IND is the number of individuals about whom the CRB holds credit information at the end of the Reporting Period.</p>	0.004%
23(15)(i)	The type of complaints that were received by CRB during the Reporting Period, (including a percentage figure for each complaint type against all types):	
	<ul style="list-style-type: none"> Complaint alleging access to or delivery of credit report not in accordance with the Act 	2.72%
	<ul style="list-style-type: none"> Complaint alleging correction request not handled in accordance with the Act 	86.91%
	<ul style="list-style-type: none"> Complaint alleging other non-compliance with the Act or CR Code 	8.52%
	<ul style="list-style-type: none"> Complaint alleging request for a ban on a credit report not handled in accordance with the Act 	1.85%
	<ul style="list-style-type: none"> Complaint about CRB's pre-screening service 	0.00%
23(15)(j)	<p>Complaints finalised.</p> <p>To calculate this percentage, the applicable formula is:</p> <p>% = F/IND x 100</p> <p>In this formula:</p> <p>F is the number of complaints finalised by the CRB during the Reporting Period.</p> <p>IND is the number of individuals about whom the CRB holds credit information at the end of the Reporting Period.</p>	0.004%
23(15)(k)	<p>The mean number of days taken to finalise a complaint.</p> <p>To calculate the mean number of days, the applicable formula is:</p> <p>Mean days = D(C)/TCP</p> <p>In this formula:</p> <p>D(C) is the total number of calendar days taken from receipt to finalisation for all complaints finalised by the CRB during the Reporting Period.</p> <p>TCP is the total number of complaints finalised by the CRB during the Reporting</p>	15

CR CODE CLAUSE	DESCRIPTION	RESULT						
	Period.							
23(15)(I)	The outcomes of the complaints finalised during the Reporting Period (including a percentage figure for each outcome type against all outcomes).							
	<table> <tr> <th>Type</th><th>Investigated - additional action required</th><th>Investigated - no additional action required</th></tr> <tr> <td>%</td><td>31.76%</td><td>68.24%</td></tr> </table>		Type	Investigated - additional action required	Investigated - no additional action required	%	31.76%	68.24%
Type	Investigated - additional action required	Investigated - no additional action required						
%	31.76%	68.24%						

5. Serious Credit Infringements

The below table provides statistics in relation to serious credit infringements that have been disclosed to the Equifax CRB during the Reporting Period.

CR CODE CLAUSE	DESCRIPTION	RESULT										
23(15)(m)	<p>The percentage of serious credit infringements disclosed.</p> <p>To calculate this percentage, the applicable formula is:</p> <p>% = SCI/IND x 100</p> <p>In this formula:</p> <p>SCI is the total number of times during the Reporting Period that a credit provider disclosed an opinion to the CRB that an individual committed a serious credit infringement.</p> <p>IND is the number of individuals about whom the CRB holds credit information at the end of the Reporting Period.</p>	0.001%										
23(15)(n)	<p>The percentage of serious credit infringements disclosed by sector.</p> <p>To calculate this percentage, the applicable formula is:</p> <p>% = SCI(S)/SCI x 100</p> <p>In this formula:</p> <p>SCI(S) is the number of times during the Reporting Period that a credit provider from the relevant sector disclosed an opinion to the CRB that an individual committed a serious credit infringement.</p> <p>SCI is the total number of times during the Reporting Period that a credit provider disclosed an opinion to the CRB that an individual committed a serious credit infringement.</p>											
<table><tr><th>Type</th><th>Credit Industry</th><th>Telecommunications</th><th>Utilities</th><th>Equipment Hire & Rentals</th></tr><tr><td>%</td><td>73.02%</td><td>0%</td><td>0%</td><td>26.98%</td></tr></table>			Type	Credit Industry	Telecommunications	Utilities	Equipment Hire & Rentals	%	73.02%	0%	0%	26.98%
Type	Credit Industry	Telecommunications	Utilities	Equipment Hire & Rentals								
%	73.02%	0%	0%	26.98%								

6. Consumer Credit Liability Information and Repayment History Information

The below table provides statistics in relation to the percentage of consumer credit liability information (**CCLI**) and repayment history information (**RHI**) that has been disclosed to the Equifax CRB during the Reporting Period:

CR CODE CLAUSE	DESCRIPTION	RESULT
23(15)(o)	<p>The percentage disclosure of CCLI.</p> <p>To calculate this percentage, the applicable formula is:</p> <p>% = CCLI/CP x 100</p> <p>In this formula:</p> <p>CCLI is the number of credit providers that disclosed CCLI to the CRB during the Reporting Period.</p> <p>CP is the total number of credit providers that disclosed any credit information to the CRB during the Reporting Period.</p>	2.42%
23(15)(p)	<p>The percentage disclosure of RHI.</p> <p>To calculate this percentage, the applicable formula was:</p> <p>% = RHI/CP x 100</p> <p>In this formula:</p> <p>RHI is the number of credit providers that disclosed RHI to the CRB during the Reporting Period.</p> <p>CP is the total number of credit providers that disclosed any credit information to the CRB during the Reporting Period.</p>	2.39%

7. Other Information

Section 23(15)(q) of the CR Code requires a CRB to include any other information requested by the **OAIC** from time-to-time. The OAIC has not requested Equifax to provide any additional information in this Annual Report.

End of Report