



## Equifax Refund Postal form

This refund form should be completed by customers who believe they have been impacted by Equifax's conduct that contravened the Australian Consumer Law.

Customers eligible for a refund must have purchased an Equifax consumer credit and identity subscription plan, or a standalone credit report, by telephone between 1 February 2016 and 3 March 2017 inclusive.

Further information regarding eligibility can be found at [www.equifax.com.au/refundprogram](http://www.equifax.com.au/refundprogram).

Send the completed form to:

Equifax  
C/O: Complaints Leader  
PO Box 964  
North Sydney, NSW 2059

Full Name		Date of Birth (dd/mm/yyyy)									
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Phone Number		Email address									
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PAS Reference											
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Product Name		Purchase Date									
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Once we receive your completed form, we will contact you to discuss your eligibility for a refund. If you are eligible we will require bank details to process your refund. Alternatively, you can contact us using one of the following methods:

- Call us on 1800 958 378 (8.30am-5pm AEST, Monday to Friday); or
- Email us at [customersupportau@equifax.com](mailto:customersupportau@equifax.com)