## Credit Reference Platform

**Complaint Form**

### To be Completed by Complainant

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| To: | Business Operator | | |  | |
| From: |  | Subscribed Member | | |  |
|  |  | Selected CRA | | |
|  |  | General Public | | |
| Complainant Name: | | | Primary Contact Person: | | |
| Date: (YYMMDD) | | | Phone No. (with country code): | | |
| Party(ies) relevant to the complaint: | | | | | |
| Please select the category which best describes your complaint:  Operational issue related to the Credit Reference Platform  Improper use of credit report  Incorrect information on the credit report  An existing problem/complaint being investigated by a Credit Reference Agency  Fraud or security issue  Unable to get the credit report or credit score  Misconduct or breach of obligation under the Framework by a Subscribed Member/Selected CRA  Others: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | | | |
| Complaint Details: | | | | | |
| Justification:  (please attached document if any) | | | | | |
| The information given is true to the best of my knowledge and belief.  Signature of Authorised Signatory:  Name of Authorised Signatory in print:  Title of Authorised Signatory in print: | | | | | |