

CONSUMER COMPLAINT FORM

**(To facilitate submission of complaints made Pursuant to Section 16(3)
of the Credit Reporting Act, 2010)**

A. CONSUMER'S PERSONAL INFORMATION

FIRST NAME

MIDDLE
NAME/INITIAL

LAST NAME

TRN

ADDRESS

CONTACT(S):

HOME

WORK

EXT

MOBILE

EMAIL

ADDRESS

B. REPRESENTATIVE OF CONSUMER'S PERSONAL INFORMATION

If completing this form on behalf of someone please fill out this section, otherwise proceed to Section C.

FIRST NAME

MIDDLE
NAME/INITIAL

LAST NAME

ADDRESS

PHONE NUMBER (S):

HOME

WORK

MOBILE

EMAIL

ADDRESS

ARE YOU THE LEGAL REPRESENTATIVE OF THE COMPLAINANT?

YES

NO

C. DETAILS OF COMPLAINT TO CREDIT BUREAU

NAME OF CREDIT BUREAU

ADDRESS OF CREDIT BUREAU

DATE OF COMPLAINT TO BUREAU:

(yy/mm/dd)

MEDIUM OF COMPLAINT:

IN PERSON

IN WRITING

REASON FOR COMPLAINT LODGED WITH CREDIT BUREAU:

INCOMPLETE INFORMATION

INACCURATE INFORMATION

BREIF DESCRIPTION OF COMPLAINT MADE TO THE CREDIT BUREAU:

DATE OF RESPONSE RECEIVED FROM CREDIT BUREAU: (yy/mm/dd)

RESPONSE RECEIVED FROM CREDIT BUREAU: *(please attach copy of report received from credit bureau pursuant to Section 16(2)(d) of the CRA,2010)*

D. NATURE OF COMPLAINT TO THE SUPERVISING AUTHORITY

Please tick appropriate box:

- Failure of credit bureau to take steps to confirm, correct or complete information
- Failure of credit bureau to provide copy of complaint made by consumer when disclosing credit information after receiving the complaint but before completing the steps to confirm, correct or complete information
- Failure to place a written report of the complaint and the steps taken to resolve the complaint on the consumer's file
- Failure of Credit Bureau to provide a written report of complaint without charge to the consumer
- Failure of Credit Bureau to provide written notice advising consumer of his rights to complain in writing to the Supervising Authority within thirty days after receiving the report
- Failure of Credit Bureau to provide a copy of the corrected/completed information to all persons to whom the credit bureau had disclosed incorrect/incomplete information

Please provide pertinent details:

SIGNATURE OF CONSUMER/REPRESENTATIVE

DATE

Notes:

- (a) In cases where space provided is insufficient, additional sheets should be used to give full and complete information.
- (b) The completed and signed form, along with a copy of the response received from the credit bureau, should be submitted to the Bank of Jamaica and addressed as follows:

The Director
Credit Reporting Oversight
Financial Institutions Supervisory Division
Bank of Jamaica
Nethersole Place
Kingston