



Credit Information Management Policy

This document together with our Privacy Policy is our Credit Information Management Policy.

We may modify or update this Credit Information Management Policy from time to time by publishing it on our website at www.hsbc.com.au. We encourage you to check our website periodically to ensure that you are aware of our current Credit Information Management Policy.

When we say 'we' or 'us' in this Credit Information Management Policy, we mean HSBC Bank Australia Limited ABN 48 006 434 162 and Australian credit licence 232595.

Credit information means personal information that has a bearing on credit that has been provided to you or that you have applied for. This includes credit for personal, domestic or household purposes and credit in connection with a business. It can also cover information about you as a guarantor of a loan or as an insured party under a credit related insurance policy.

The types of credit information we generally collect and hold include:

- credit contract information: lender details, credit amount, contract terms, start and end date of the contract;
- any court cases about a credit contract you have or applied for;
- your repayment history, including missed payments;
- default information where the default is \$150 or more and is at least 60 days overdue;
- your credit history and credit eligibility;
- your credit worthiness and information relating to the risk that you may default on a loan;
- your financial hardship information;
- details about any new arrangement we have agreed with you as a result of your missed payments;
- details of any proposed or personal insolvency agreement registered in your name in the National Personal Insolvency Index (or equivalent);
- serious credit infringements, or any attempted or actual fraud by you in connection with a credit agreement;
- information from credit reporting bodies including a credit score that is assigned to you by a credit reporting body as an assessment of your credit worthiness and default risk and alerts in relation to accounts which may pose a significant risk of default; and
- information from other credit providers about you or another person.

This information is either contained in, or is linked to, your personal credit file held with credit reporting bodies, and will contain information about your dealings with other credit providers.

We may also collect your bank account statements and account statements for any loan you might have. We may collect these when you upload them to our service provider, who analyses the information contained in them and then gives us a report which categorises and aggregates the debits and credits to your account to assist us in making an assessment on whether you can afford your loan. We can also collect these directly from you when you submit your loan application.

We may also collect your payslips, income tax assessment notices, tax returns and financial statements. We may collect these when you upload them to our service provider, who analyses the information contained in them and then gives us a report to assist us in making an assessment on whether you can afford your loan. We can also collect these directly from you when you submit your loan application to us. We derive information from your credit reporting information we receive from credit reporting bodies.

The kinds of information we generally derive from your credit information are:

When you apply to us	During your loan with us
<ul style="list-style-type: none"> • if you can afford to repay money we will lend to you; • how much we should lend to you; • to assess the likelihood of you not repaying us; • whether the occupation, income, expenses, net assets and other financial information you tell us in your application are plausible; and • whether an application is legitimate. 	<ul style="list-style-type: none"> • whether we should authorise a transaction you make; • whether we should re-issue a credit card; • if we should include you in any promotions; • your repayment behaviour, including any missed repayments and defaults; • information on how much you utilise your loan; • how you draw money out of your loan; • the types of products you have with us; and • whether you or our other customers are at risk of experiencing financial difficulty or missing a repayment or are at risk of default.
When you have missed repayments on your loan	For our strategies and practices
<ul style="list-style-type: none"> • to assess the likelihood of recovering what you owe us; • if you've moved and not told us, and where you might have moved to; • the best way to collect overdue repayments from you, including whether or not you will make payment of any overdue repayment; and • whether you're eligible for a financial hardship variation to your loan contract or further financial hardship variation; • whether we should pro-actively contact you to inform you of the financial hardship options available to you. 	<ul style="list-style-type: none"> • how we can best maximise our profit on the money we've lent you; • to help us decide whether we should introduce new or make changes to our existing product features, rewards and incentives, and fees and charges; • the plausibility of the occupation, income, expenditure and net asset position and other financial information in a credit application; • to assess the likelihood of default for loan applications and for missed repayments and risks of default after we give you a loan; • whether any transactions on your account should cause us to commence collections activities; • whether our credit policies are sufficient and any enhancements we should make; • whether you are eligible for marketing and promotions of our products and services; • should we reduce any credit limit or level we will allow a customer to transact over their credit limit; • the best way to collect overdue repayments across our customer base; and • deciding whether we should sell your loan contract to a third party and for what price.

In addition to the purposes set out in “Why we collect, hold, use and disclose your personal information” of the Privacy Policy, we also collect, hold, use and disclose your credit information for the following purposes:

- to comply with our obligations to report to a credit reporting body (including disclosing information such as the date you took out your loan and closing date, your loan limit, whether the loan is a home loan, credit card, personal loan or other type of loan, any joint applicants, your repayment amount and frequency, any repayments you have missed that are at least 14 days overdue, any overdue repayments that you have brought up to date, defaults on your loan that are \$150 or more and at least 60 days overdue where we’ve issued you with a written notice asking you to pay us, financial hardship information, payment arrangements or other arrangements you have agreed with us such as a personal insolvency agreement, serious credit infringements, as well as any updates to these);
- to pre-screen your credit score in order to proceed with an application for credit
- to assist us in assessing any financial hardship application you make; and
- to request a credit reporting body to undertake a pre-screening of a list of individuals using eligibility criteria nominated by us for the purposes of marketing and promotions of our products and services.

We disclose your credit information to the following credit reporting bodies. You can get a free copy of your credit report and information about their policies on management of credit related personal information by contacting them below:

Equifax
www.equifax.com.au/personal/products/my-credit-file T: 138 332 GPO Box 964 North Sydney NSW 2059

Experian
www.experian.com.au/order-credit-report creditreport@au.experian.com.au / T: 03 8699 0100 Attn: Consumer Support Team GPO Box 1969 North Sydney NSW 2060

illion
CheckYourCredit.com.au T: 13 23 33 PO Box 7405 St Kilda Road Melbourne VIC 3004

To obtain copies of these credit reporting bodies' policies about their management of credit-related personal information, please visit the above websites.

These credit reporting bodies may use this information to assess your credit worthiness and in reports that are then provided to other licensed credit providers, debt collection agencies and other third party companies to help them assess whether to provide you with credit.

Our sharing of information about your missed payments and defaults with credit reporting bodies may impact your credit worthiness and your ability to obtain credit in the future. We will only do this if you miss a payment in your consumer credit contract, where you have defaulted on your consumer credit contract or where you make a serious credit infringement, which are outlined above. We may also disclose this information as well as a copy of your credit report and your loan application to the relevant guarantor for your loan. We will also provide updates to credit reporting bodies on any payments we receive after we disclose missed payments and defaults.

The credit reporting bodies identified above also offer a service to credit providers wishing to send direct marketing material about credit services to individuals. This is called "credit pre-screening". You have the right to request that the credit reporting bodies do not use your information for this purpose. To opt out of credit pre-screening, contact the credit reporting body, using the contact details on their websites noted above.

If you reasonably believe that you are a victim of fraud or are likely to be a victim of fraud, you can request a credit reporting body not to use or disclose your credit information.

ASIC's Money Smart website also contains useful information on credit reporting and can be found at www.moneysmart.gov.au/borrowing-and-credit/borrowing-basics/credit-reports