

AMP Bank – Credit Reporting Policy

25 March 2025

1. Purpose and scope

This Credit Reporting Policy (**the Policy**) describes and establishes how AMP Bank manages Credit-Related Personal Information about individuals, in accordance with the *Privacy Act 1988* (Cth) (**Privacy Act**) and the Privacy (Credit Reporting) Code (**CR Code**). AMP Bank is a Credit Provider for the purposes of the Privacy Act.

The Policy will be reviewed from time to time to account for new laws and technology, and changes to operations and practices.

The Policy sets out how:

- AMP Bank obtains, reports and uses Credit-Related Personal Information, and
- customers can manage their Credit-Related Personal information.

The Policy should be read in conjunction with the AMP Group Privacy Policy, which is located at amp.com.au/privacy.

2. Types of Credit-Related Personal Information

The types of Credit-Related Personal Information AMP Bank collects, holds, uses and discloses includes the kinds of Personal Information as set out in the definition of Credit information below. It also includes Personal Information about credit worthiness such as credit scores, credit risk ratings, summaries and evaluations.

AMP Bank collects Personal Information, including Credit-Related Personal Information, in accordance with the AMP Privacy Policy.

3. Purpose

AMP Bank collects, holds, uses and discloses Credit-Related Personal Information for the purpose of assessing applications for its products and services. In particular, we may collect this information to:

- assess applications for consumer credit and/or commercial credit
- verify applicant details
- consider eligibility for provision of consumer credit and/or commercial credit
- consider eligibility for accepting an individual as a guarantor
- establish and manage customers' accounts, or
- manage AMP Bank's risk of credit-related losses

AMP Bank may also collect, hold, use or disclose Credit-Related Personal Information to:

- manage credit provided to a customer
- collect payments that are overdue in relation to consumer credit or to manage consumer credit
- with the customer's consent collect payments that are overdue in relation to commercial credit or manage commercial credit
- to assist customers to avoid defaulting on obligations in relation to credit

- to exchange information with other Credit Providers (or third parties) that may be assigned the loan or otherwise transferred the debt owed by an individual (with consent)
- for reporting and data analytics including for regulatory, management, statistical and research purposes
- to undertake investigations if we believe on reasonable grounds that a person has committed a serious credit infringement,
- if AMP Bank is authorised or required by law to use personal information (for example, law enforcement agencies and various Federal, State or Local Government bodies), and
- for any other reasons permitted by the Act.

AMP Bank will only collect, hold, use or disclose Credit-Related Personal Information where it is permitted by the Privacy Act.

4. Collection

AMP Bank may collect Credit-Related Personal Information from various sources, including:

- from customers when they apply for or use our credit related products or services
- Credit Reporting Bodies (CRBs)
- other Credit Providers (CPs)
- joint credit applicants or co-borrowers
- guarantors/proposed guarantors
- employers, accountants, real estate agents or other referees
- agents and representatives such as brokers, solicitors and conveyancers and valuers
- service providers, including mortgage insurers, identification providers, debt collectors and legal advisers,
- public sources, including the National Personal Insolvency Index.

5. Disclosure to others, including overseas transfer of personal information

AMP Bank may disclose Credit-Related Personal Information to:

- related entities and businesses to whom functions are outsourced
- other Australian CPs
- another Credit Provider or regulatory or law enforcement body (defined in the Act) if we believe on reasonable grounds the person has committed a serious credit infringement
- a potential guarantor or person who proposes to provide security for credit with the consent of the borrower
- a guarantor or a person who has provided security for credit, either with the borrower's consent, or where AMP Bank enforces a guarantee for Commercial Credit or Consumer Credit, without the borrower's consent
- a mortgage insurer
- a debt collection agency for the purposes of collecting an overdue payment for Consumer Credit or Commercial Credit
- a person for an external dispute resolution purpose

- any entity to which AMP Bank is authorised or required by Australian law or a court/tribunal to disclose personal information
- AMP Bank's professional advisers, contractors or other service providers engaged to carry out (or advise on) various functions and activities
- an entity or their professional, legal or financial advisers for specified commercial purposes permitted under the Act
- any specific parties which AMP Bank has advised the individual of at the time of collection of personal information, such as an employer, estate agent, referee
- where the individual has given consent, and
- otherwise in accordance with AMP Privacy Policy.

AMP Bank will only collect, hold, use or disclose Credit-Related Personal Information where it is permitted by the Privacy Act.

AMP Bank may from time to time disclose Credit-Related Personal Information to third party service providers located overseas. AMP Bank will ensure that overseas service providers maintain sound data security measures.

The countries in which these third party service providers may be located are listed in the AMP Privacy Policy.

6. Credit Reporting Bodies

6.1. Disclosure to a CRB

AMP Bank may disclose Credit-Related Personal Information to a CRB to get a credit file and allow the CRB to create or maintain a credit file. The information may be given to the CRB before, during or after the provision of credit and may occur monthly where commercial or consumer credit is provided.

Customer consent to disclose Credit Information to a CRB is not needed when AMP Bank is making an information request to a CRB for consumer credit applications.

An information request, also known as a credit enquiry, may appear on a customer's credit file and may be used in determining their credit score. CPs may also consider credit enquiries in their decision about whether they will lend to you.

Where the information disclosed is default information in relation to consumer credit, AMP Bank will not disclose it to the CRB unless at least 14 days have passed after AMP Bank has given written notice of its intention to disclose such information to the CRB.

6.2. Collection from a CRB

When an individual applies for consumer credit or commercial credit or holds a consumer or commercial credit loan, AMP Bank may request information from a CRB in relation to the individual or a guarantor. AMP Bank will only request this information where it is permitted under the Privacy Act. Generally, requests are permissible when the purpose is to assess credit applications, collect payments that are overdue or assess the eligibility of a potential guarantor. Information received from the CRB or information that AMP Bank derives from such information is called Credit Eligibility Information.

If AMP Bank requests Credit Reporting Information for a commercial credit-related purpose or for a credit guarantee purpose, we must obtain the individual's consent (generally at the time of application).

6.3. CRB contact details

The contact details of the CRBs used by AMP Bank are below. Each CRB has a credit reporting policy about how they handle personal and credit information. You can obtain copies of these policies at their websites.

Equifax (formerly Veda Advantage)	
Online	www.equifax.com.au
Policy	https://www.equifax.com.au/credit-reporting-policy
Mail	Equifax Australia Information Services and Solutions Pty Ltd, GPO Box 964, North Sydney, NSW 2059, Australia
Email	creditreport@equifax.com.au
Phone	138 332
Illion (formerly Dun & Bradstreet Australia)	
Online	www.illion.com.au
Policy	https://www.illion.com.au/privacy-policy/
Email	csc.australia@illion.com.au
Phone	132 333 or +61 3 9828 3200
Experian Australia	
Online	www.experian.com.au
Policy	https://www.experian.com.au/consumer/index
Mail	Consumer Support Experian Australia, Level 20, 101 Miller Street, North Sydney NSW 2060, Australia
Email	creditreport@au.experian.com or customerserviceteamANZ@experian.com
Phone	1300 783 684

7. Holding Credit-Related Personal information

AMP Bank takes precautions to safeguard Credit-Related Personal Information from loss, misuse, unauthorised access, modification or disclosure.

AMP Bank predominantly stores Personal Information in electronic databases. From time to time, AMP Bank may engage service providers to collect and hold personal information on our behalf.

When Personal Information is no longer required and if permitted by law, we will destroy or delete it from our systems in a secure manner, or de-identify this information.

8. Access and Correction

8.1. Access

An individual may contact AMP Bank to access his or her Credit Eligibility Information.

AMP Bank may ask the individual to make this request in writing and provide evidence of their identity (for example, a copy of a current driver's licence or passport).

Access will usually be provided within 30 days and in a format that is clear and accessible. Access will not be given if it would be unlawful to do so, or if it would be likely to prejudice enforcement-related activities.

8.2. Correction

An individual may ask AMP Bank to correct their Credit-Related Personal Information. An individual may seek a correction on a single piece or multiple pieces of credit-related information.

Where AMP Bank is satisfied that the Credit-Related Personal Information it holds is inaccurate, out of date, incomplete, irrelevant or misleading, reasonable steps will be taken to correct it within 30 days of your request. A notice of correction will be provided to you within a reasonable time of us doing this if this information has previously been disclosed by us (unless it is impracticable or the law states that we do not have to give this notice).

Fraud-related Corrections

When considering a correction and there's been circumstances which outline identify fraud or fraud of a similar nature, AMP Bank will take reasonable steps to ensure that it has regard to:

- the burden on an individual when considering if evidence is needed
- The availability of other information which could assist in determining what needs correcting; and
- Information that may be needed for consultation with other CRBs and CPs

Unavoidable circumstances needing Corrections

When AMP Bank receives a correction request which relates to unavoidable consequences of circumstances beyond an individual's control (for example: natural disasters, domestic abuse or bank errors in processing fraud) AMP Bank will consider whether the relevant information is inaccurate, out-of-date, incomplete, irrelevant or misleading.

Correction requests arising from these circumstances can be requested for the following kinds of information:

- Default information,
- Payment information
- New arrangement information
- Repayment history information
- Financial hardship information.

If AMP Bank decides not to provide access to or correction of Credit-Related Personal Information, it must give the individual reasons for the decision and include evidence substantiating the correctness of the information.

AMP Bank will also assist individuals to correct Credit-Related Personal Information, even if the mistake was made by another organisation. However, the most efficient way for an individual to make a correction request is to send it to the organisation that made the mistake.

9. Complaints

An individual can contact AMP Bank to register a complaint about how AMP Bank handled Credit-Related Personal Information in accordance with the Privacy Act or the CR Code (Credit Reporting Complaint). All Credit Reporting Complaints need to be lodged in writing.

AMP Bank will:

- within 5 business days of receiving a Credit Reporting Complaint in writing – acknowledge receipt of the Credit Reporting Complaint, and
- within 21 business days of receiving a Credit Reporting Complaint – investigate the circumstances of the Credit Reporting Complaint and provide the individual with a response. If there is a delay in resolving the Credit Reporting Complaint, we will notify the client within 21 days of the reasons for the delay and inform of the right to escalate the Credit Reporting Complaint to AFCA. Where the client is informed of a delay, we will resolve the Credit Reporting Complaint within 45 days of receipt.

9.1. AMP Bank contact details for Credit Reporting Complaints

If you use My AMP or the My AMP app (BSB 939 200):

Phone	13 30 30 (if calling from outside Australia, including Norfolk Island, please call +61 2 9761 9912)
National Relay Service	1800 555 660 (hearing or speech impaired only)
Mail	AMP Bank, Locked Bag 5059, PARRAMATTA NSW 2150, Australia
Fax	+61 1300 780 137
Email	info@ampbank.com.au
Website	amp.com.au/bank

If you use the AMP Bank app (BSB 939 900):

Message us in the AMP Bank app

Phone	1800 950 105 (if calling from outside Australia, including Norfolk Island, please call +61 2 5135 1930)
Mail	AMP Bank, Locked Bag 5059, PARRAMATTA NSW 2150, Australia
Email	help@ampbank.com.au
Website	amp.com.au/bank

9.2. External dispute resolution scheme

If an individual is not satisfied with how a Credit Reporting Complaint was handled, they can lodge a complaint directly with the Office of the Australian Information Commissioner or with our External Dispute Resolution Scheme service provider.

AMP Bank is a member of the Australian Financial Complaints Authority (AFCA), which is a free dispute resolution service. AFCA can be contacted as follows:

Contact method	Details
Mail	GPO Box 3, MELBOURNE VIC 3001, Australia
Phone	1800 931 678
Fax	03 9613 6399
Email	info@afca.org.au

10. Frauds including identity theft

Individuals should contact CRBs if they think they have been a victim of a fraud.

If an individual believes that they have been or are likely to be a victim of fraud (including identify fraud), they should request a CRB not to use or disclose the information they hold. If an individual does this, the CRB must not use or disclose the information during an initial 21 day period without the individual's consent (unless the use or disclosure is required by law). This is known as a ban period.

11. Changes to AMP Bank's Credit Reporting Policy

The Policy may be changed from time to time. The current Credit Reporting Policy is posted on AMP Bank's website.

12. AMP Bank's contact details

For matters covered in the Policy, queries or concerns about how AMP Bank handles personal and credit information, please use the following contact methods:

If you use My AMP or the My AMP app (BSB 939 200):

Phone	13 30 30 (if calling from outside Australia, including Norfolk Island, please call +61 2 9761 9912)
National Relay Service	1800 555 660 (hearing or speech impaired only)
Mail	AMP Bank, Locked Bag 5059, PARRAMATTA NSW 2150, Australia
Email	info@ampbank.com.au
Website	amp.com.au/bank

If you use the AMP Bank app (BSB 939 900):

Message us in the AMP Bank app

Phone	1800 950 105 (if calling from outside Australia, including Norfolk Island, please call +61 2 5135 1930)
Mail	AMP Bank, Locked Bag 5059, PARRAMATTA NSW 2150, Australia
Email	help@ampbank.com.au
Website	amp.com.au/bank

13. Definitions

Term	Definition
Consumer Credit	<p>is credit which has been applied for or provided through a Credit Provider that is intended to be used wholly or primarily:</p> <ul style="list-style-type: none"> • for personal, family or household purposes • to acquire, maintain or improve residential property for investment purposes, or • to refinance consumer credit for either of these purposes
Commercial Credit	Is credit other than consumer credit
Credit Provider (CP)	is a bank or other organisation that carries on a business of which a substantial part relates to the

Term	Definition
	provision of credit or any other entity defined as a Credit Provider in the Privacy Act.
Credit Reporting Body (CRB)	is an entity that collects, holds, uses and discloses personal information about an individual for the purpose of providing other entities with information about the credit worthiness of an individual, for permitted purposes.
Credit Related Personal Information	<p>refers to a number of types of credit-related personal information defined in the Privacy Act, including:</p> <ul style="list-style-type: none"> • Credit Information: see definition below. • CRB Derived Information: Personal information derived by a CRB from Credit Information held by the CRB that has any bearing on an individual's credit worthiness and is or has been or could be used to establish the individual's eligibility for credit. • Credit Reporting Information: Credit Information or CRB Derived Information. This information is generally held by CRBs and disclosed to AMP Bank and other credit providers. • CP Derived Information: Personal information that a Credit Provider derives from Credit Reporting Information that was disclosed by a CRB to AMP Bank, that has a bearing on an individual's credit worthiness, and is, has or could be used in establishing eligibility for consumer credit. • Credit Eligibility Information: Personal information that is Credit Reporting Information that was disclosed by a CRB to AMP Bank or CP derived information.
Personal Information	<p>is defined in the Privacy Act as information or an opinion about an identified individual, or an individual who is reasonably identifiable:</p> <ul style="list-style-type: none"> • whether the information or opinion is true or not, and • whether the information or opinion is recorded in a material form or not.
Credit Information	<p>is defined in the Privacy Act to refer to specific kinds of personal information, including:</p> <ul style="list-style-type: none"> • identification information (such as name, date of birth, sex, address, employer, driver's licence number).

Term	Definition
	<ul style="list-style-type: none"> • consumer credit liability information in relation to consumer credit, including the Credit Provider, the type of credit, the date, terms and maximum amount of credit of any consumer credit contract and the date of termination or any consumer credit contract. • repayment history information in relation to consumer credit, including whether repayment obligations are met, the day on which payment is due and the day of which a payment is made. • financial hardship information in relation to consumer credit, being whether a monthly payment is affected by a financial hardship arrangement. • information requests made by a Credit Provider to a CRB. • the type and amount of credit sought in an application in connection with which a Credit Provider has made an information request to the CRB. • default information in relation to consumer credit about an overdue payment: <ul style="list-style-type: none"> ◦ by a debtor: of not less than \$150, that is at least 60 days overdue for which a written notice, that the amount is overdue and payment is requested, has been given, or ◦ by a guarantor: at least 60 days have passed since a written notice has been given of a debtor's default for payment and request to pay the overdue amount by the guarantor was made • where a Credit Provider has previously reported default information to a CRB: <ul style="list-style-type: none"> ◦ payment information that an overdue payment has been paid on a certain date, and ◦ new arrangement information that the terms and conditions of the original consumer credit has been varied or that new consumer credit has been provided • court proceedings information being information on Australian court judgments against an individual in relation to any credit provided to or applied for by the individual.

Term	Definition
	<ul style="list-style-type: none">• personal insolvency information such as bankruptcy and other insolvency information recorded on the National Personal Insolvency Index.• publicly available information about credit worthiness (that is not otherwise court proceedings information or information recorded on the National Personal Insolvency Index), and• opinion by a Credit Provider that the individual has committed a serious credit infringement, as defined by the Privacy Act, in relation to consumer credit.
