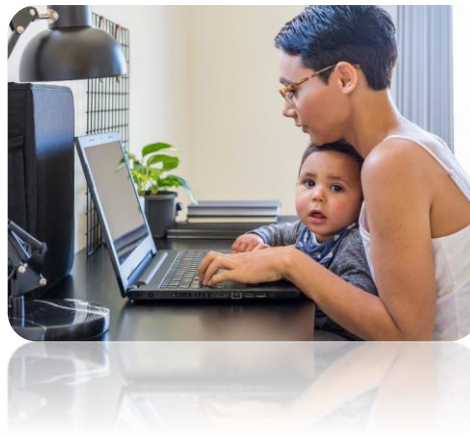


## Repayment History Information

*Disclaimer: Consumer Credit Legal Service (WA) Inc. produced this information as a general guide only. The information is not legal advice. You may ring us on (08) 9221 7066 for more help. Please note the information provided is correct as of date of production, as indicated in the footer.*

### CASE STUDY

Betty heard on the news that repayment history information can now be recorded on credit reports. Betty remembers that she missed a repayment in April 2020 on her car loan. She calls CCLS for information about whether this can be recorded on her credit report and whether this will be an issue if she applies for a credit card. She is told that because the missed payment is more than two years old it should no longer be recorded on her credit report. She is also told about how she can get a free copy of her credit report from a credit reporting agency and request a correction if the missed repayment remains on her report.



Repayment History Information (**RHI**) records whether you have met your repayments on time in connection with credit products regulated under the National Consumer Credit Protection Act 2009 (i.e., credit such as home loans, credit cards, personal loans. It does not extend to utility debts).

### What RHI can be recorded on your credit report?

Credit reporting bodies may record positive and negative information about your RHI.

If you make your repayments on time, your credit report will display a 0 or a ✓. If you are late making a repayment, then your credit report will display a number from 1 to 7 indicating how many months late you are. Your report will display an X if you are more than 7 months late making a repayment.

RHI does not include the amount of any missed payment and there is usually a 14-day grace period before a late payment is recorded on your credit report.

If you enter a financial hardship arrangement with your credit provider, they should report your RHI as 0 or ✓ if you meet the terms of your arrangement.



Negative RHI may affect your ability to obtain credit in the future.

**How long does RHI remain on my credit report for?**

RHI remains on your credit report for 2 years from the day on which the payment was due and payable.

A Financial Hardship Indicator may remain on your credit report for 1 year.

For more information on your credit report or how to obtain a free copy of credit report, see our fact sheet on [credit reports](#)

**Commented [RG1]:** Link to Credit Reports fact sheet.

**For further information contact**

**Consumer Credit Legal Service**

Website: [www.cclswa.org.au](http://www.cclswa.org.au)

Advice line: (08) 9221 7066

**Office of the Australian Information Commissioner**

Website: [www.oaic.gov.au](http://www.oaic.gov.au)

Phone: 1300 363 992