

Dispute Handling

Our goal is to furnish complete and accurate information in your credit report. If a person/corporate has obtained a Self inquiry report (iReport) and has reason(s) to believe that there is inaccurate information in the report, it should be brought to the attention of the CRIB through a Dispute Handling Form which has been forwarded along with your iReport.

Process in brief...

- Complete the dispute handling form by clearly identifying the disputed information in the credit report. State the facts and explain clearly.
- Submit the duly completed Dispute Handling Form to CRIB within 30 days from the date of issue of the iReport with a photocopy of the iReport highlighting the disputed information.
- On receipt of the duly completed dispute form, CRIB will contact the reporting lending institutions and request them to correct the records.
- Once the discrepancies are rectified a fresh iReport will be issued free of charge.