

FORM 2

XDS CONSUMER RELATIONS

DISPUTE / QUERY FORM

In compliance with the National Credit Act 34 of 2005 [NCA] and Protection of Personal Information Act No 4 of 2013, XDS commits to resolve your dispute/query within 20 business days and for paid up Judgments in compliance with Regulation No. R. 144 of the NCA, within 7 business days. If you are dissatisfied with the outcome of this investigation, please contact the Credit Ombud for further assistance quoting the above reference number on 0861 66 28 67 or visit their website, www.creditombud.org.za to log a complaint.

Full Name			
ID / Passport Number			
Mobile Number			
Other contact Number	Work		Home
Email Address			
Postal Address			

REQUEST FOR DELETION of PERSONAL INFORMATION

Identify the Personal Information			
Reason for requesting deletion			

REQUEST FOR CORRECTION (DISPUTE) OF PERSONAL INFORMATION

PLEASE INDICATE THE NATURE OF THE DISPUTE BY TICKING THE APPROPRIATE BOX BELOW

ACCOUNT <input type="checkbox"/>	JUDGMENT <input type="checkbox"/>	ADMIN ORDER <input type="checkbox"/>	SEQUESTRATION <input type="checkbox"/>
I have paid my account in full		Information/amount of the judgment is incorrect	
Account is closed		This is not my admin order	
This is not my account		The admin order is paid up [74U]	
I paid my account before it went to collections		The admin order is rescinded [74Q]	
I was not notified of the adverse listing		This is not my sequestration	
I have paid the judgment		I have been rehabilitated	
This is not my judgment		My account has prescribed	

PLEASE INDICATE WHICH SUPPORTING DOCUMENTS ARE ATTACHED TO THIS FORM

COMMUNICATION – PLEASE INDICATE AS TO HOW YOU WANT TO BE CONTACTED ON THE OUTCOME OF THIS REQUEST

Copy of ID document		Telephone - landline	
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Proof of payment		Telephone - mobile	
Court order / court documents		Email	
Sworn affidavit			
Proof of residence			
10 x a sample of your signature if the account is fraudulent			

PLEASE PROVIDE DETAILS OF ACCOUNTS / JUDGMENTS / ADMIN ORDER / SEQUESTRATION / OTHER THAT IS THE SUBJECT OF THIS DISPUTE/QUERY
You can attached a spate page if needed

The information provided above may be used to update your XDS Credit Profile, and shared together with details of your dispute with the relevant data source for resolution of your dispute.

Signature _____ Date _____

Dispute forms must be emailed to dispute@xds.co.za or faxed to 0866 225 565