



## Identification Verification Information

Before we can 'freeze' your credit report, we need to take precautions to check your identity. Please provide a copy of your current passport or driver licence to verify your signature. Tick the supplied option.

Passport      Driver Licence

The Identification Verification Information you send in with this form will not form part of your credit information but will be used to satisfy ourselves of your identity. This information will be kept for administrative and investigative purposes. This information will not be disclosed to our subscribers.

## Privacy Information

The information you provide us on this application form is used to confirm your identity and to satisfy ourselves that we are 'freezing' your credit report and not someone else. If we cannot satisfy ourselves of your identity, we may require further information from you, or may not be able to 'freeze' your credit report. If we cannot do this, we will give you reasons for this.

Your name, address, date of birth information you provide updates your credit information to ensure the most recent and accurate information is on your credit file. This information may be made available to credit bureau subscribers when inquiring on your file in the future in accordance with the Code. As an example, this information may be made available when a subscriber is assessing an application for credit made by you (with your consent).

Please tick this box if you **do not** want us to update your credit file with the name, address and date of birth information you provide us.

Centrix has an agreement to forward initial temporary 'freeze' requests with the two other credit reporters (Equifax NZ Ltd and Illion NZ Ltd) in accordance with the Code. This means you will not need to contact each credit reporter separately but they will confirm with you directly they have received your request from Centrix.

Please tick this box if you wish us to pass on your request to 'freeze' your credit report to Equifax NZ Ltd and Illion NZ Ltd.

If you believe any of the information we hold on you is incorrect, please contact us. Details of our correction procedure, complaints procedure and a summary of your rights can be found on our website [www.centrix.co.nz](http://www.centrix.co.nz).

## Extension request

If you want to continue your credit report suppression with Centrix only beyond the initial request period of 20 days, you can ask us for an extension of the credit report suppression. You should do this by telephoning 0800 236874. You will be asked for your PIN to assist us in identifying you.

Centrix will need to consider your request for an extension of your credit report suppression. Depending on your circumstances, we may require additional information from you, such as a police report, ID Care report, insurance claim information or any such other information that may assist us in considering your request.

## Confirmations and Signature

I confirm that:

- I believe that I have been, or am likely to be, a victim of fraud (including identity fraud);
- I am requesting a credit report 'freeze' for Centrix to suppress my credit information in accordance with the Code;
- the details I have provided on this form are true and correct; and
- I have read and understood the Privacy Information set out above.

Signature:

Date:

Please send this form, along with your Identification Verification Information to:

**Attention:** Customer Services, Centrix Group Limited, P.O Box 62512, Greenlane, Auckland 1546.  
Or scan and email to [freeze@centrix.co.nz](mailto:freeze@centrix.co.nz)

**Phone:** 0800 236 874