



Date: 09 November 2017

Email Address: shayescheepers@gmail.com

Your Reference Number: CON329570

FINDINGS REPORT FOLLOWING INVESTIGATION OF YOUR COMPLAINT

DETAILS OF COMPLAINT

Name of Complainant:	SHAYE SCHEEPERS
Nature of Complaint:	Ridiculous Service Fees

NATURE OF COMPLAINT:

"I recently tried to apply for a bond and the application was declined because of my credit report. The bond originator informed me that I need to get a Letter Of Settlement to send to each credit institute to have the 'issue' cleared from my records. Lucid contacted me and offered their services. They quoted me, telephonically, R3 750.00 for a 3 month plan, debt settlement and to obtain the Letter Of Settlement from the company in question. I declined their quote. I called said company and after 5 minutes on the phone with a call centre assistant, I received my Letter Of Settlement and was informed that I am no longer listed on their system. I tried to contact Lucid to find out how I can send them this letter so they may update the information. I was quoted R1 500.00 just for them to update information on their system - TransUnion did all of the above FREE OF CHARGE! I cannot obtain further credit applications as Lucid is one of the main credit facilities that companies use to check people's credit reports. Why should I be charged ridiculous amounts for a simple update of information? I have the letter on hand."

CHRONOLOGICAL ACCOUNT OF EVENTS AND INVESTIGATION FINDINGS.

1. LUCID adopts a standardised process when investigating complaints.
2. All call recordings between yourself and any LUCID representative that you have dealt with, leading up to the date of your complaint, is evaluated.
3. The calls are evaluated generally, to confirm whether the LUCID representative/s complied with all mandatory disclosures and provided accurate information, pertaining to your specific circumstances and the services sold.
4. Having conducted the aforementioned evaluation, we confirm the following findings:

On 12 October 2017 a LUCID Credit Advisor (Precious) consulted with you on the contents of your credit report. This credit consultation was at no cost to you or your husband.

- 1.1 The issue that was discussed between you and Precious was your Avon account that reflected in arrears and your low credit score
- 1.2 During the consultation, you advised that your Avon account was not in arrears of R893 and that you had paid it in December and that you sent Avon the proof of payment and in January they confirmed that you were no longer on their books
- 1.3 You also advised that you contacted Transunion and had it updated with them
- 1.4 Precious then advise you that if you only updated it with Transunion then you will still need to update it with the other 3 credit bureaus and that is where we could assist you
- 1.5 Precious advised you that we could obtain your paid up letter from Avon and then clear your name with the other bureaus, as well as assist you with increasing your credit score for a fee of R3750-00
- 1.6 You advised that you cannot afford that and that you would call them and sort it out yourself as you are not paying someone R3750-00 to do something that you can do yourself
- 1.7 You were then contacted again by Precious on the 19 October 2017, after requesting assistance with your Avon account
- 1.8 You advised that you have the settlement letter that you want to send to us in order for us to update your credit history
- 1.9 Precious then advised you that in order to update this account with the credit bureaus it is going to cost you R1500-00
- 2.0 You then advised that you paid R80-00 to have it updated at Transunion
- 2.1 Precious then advised you that LUCID 's legal fee is R1500-00 to have it updated
- 2.2 You advised that it is ridiculous and that you are not paying that

CONCLUSION/OUTCOME

1. After a thorough investigation, it appears that you misunderstood what Precious was saying to you and the services that LUCID performs
2. LUCID is **not** a credit bureau, it is a credit rehabilitation company
3. LUCID assists clients with fixing their credit reports if they have negative information on their reports
4. LUCID does this by being the middle man between the credit providers and the credit bureaus and as a result LUCID charges a fee for their services
5. Therefore you were quoted R1500-00 to have your Avon account updated with the other 3 main credit bureaus and not to have it updated with LUCID (you mentioned you already updated it with Transunion)

I hope this clarifies the confusion.

Kind Regards,

**The Customer Care Department
customercare@lucidcredit.com
(010) 590 5617 (press option 3.)**