

LUCID



clear credit

Credit-Legal-Financial Services Brochure 2018





Welcome to the first professional credit-legal service in South Africa that is designed to protect your legal rights as a Credit User by managing your Credit Report effectively. Being experts at the National Credit Act, means that we can properly defend our Clients against the Credit Bureaus and Credit Providers. By rehabilitating blacklisted Clients with our expert legal credit services - they may now qualify for finance and on improved terms of lending (i.e. interest rate, lower deposit and longer period of loan). Your Customers could also be the victim of incorrect & unfair blacklistings stopping you from getting finance. We fix the all issues preventing a Credit-User from getting easy access to better finance, ultimately stopping their dreams from coming true.

LUCID has pioneered Credit Rehabilitation in our Country, since 2003. We have been service partners to the Credit Bureaus, Bond origination Companies, Motor Dealers and other Credit facilitating businesses, throughout South Africa. We are proud to be improving the credit score of thousands of Finance Applicants monthly, which improves business for you & your Company. Our services are provided by qualified & trained, Credit-Legal Advisors and Legal Professionals, via a National Contact Centre - saving time and money. Our unparalleled results are a testimony to our integrity of service and high standards of excellence.

LUCID is the only *credit rehabilitation* business registered with the Credit Foundation of South Africa. We are also a registered Compliance Practice and Debt Counsellor with the FSB. We strive to give you excellent and professional services within the quickest possible timeframes. Because we understand that credit buys your Customer the key to their dreams and they deserve to realise their dreams *TODAY*.

We look forward to giving you credit where it's due.

CEO: K.Thambiran





LUCID

clear credit

SCOREfix

When Do You Need It?

1. If you have no credit score – because you are not credit active (i.e. you have no active credit accounts).
2. If you have a low credit score (below 750 or above 750) and you want to boost your score - either to get credit/ to get better terms of lending (*lower interest, lesser deposit or longer period of the loan*)
3. You want to increase your disposable income.

Why Do You Need It?

- ♣ If you have no credit score or a low credit score, the banks view you as a high risk & they will generally not approve your finance.
- ♣ If you have an average credit score, the banks view you as a medium risk. The bank may grant you finance, but they will be conservative and take precautions to protect themselves e.g. only approve 80%, with a high interest rate.
- ♣ If you want to secure finance or receive better lending terms, you must have a good credit score that meets the banks requirements.

What We Do?

1. We will analyse your credit report over a three (3) month period and customise recommendations that will result in creating and improving your credit score by about 100 points.
2. We have developed this program after extensive research and years of experience. We have a proven method that works!
3. This works like a diet: we identify your goal (your credit score) and then prescribe what you must do and how you must exercise to achieve that goal.
 - a. You will only achieve the goal, if you follow the plan.
 - b. This means that you are responsible for achieving the goal.
 - c. We will guide you and assist you, but you have to do the “work” to get the result.

What Do We Need?

We require you to follow the plan.

How Long Does It Take?

1 - 3 Months. You can start seeing an improvement at the end of month 1.





LUCID

clear credit

ACCOUNT*Fix*

When Do You Need It?

1. If you cannot meet your monthly instalments & need lower it so that it's affordable.
2. If you want to settle a monthly instalment or total outstanding debt owing to a creditor or attorney or collection agent.
3. Update a paid up account (<60 days).

Why Do You Need It?

- ❖ Missed or late payments and arrears lower your credit score and credit worthiness and is a major reason for finance being declined by banks.
- ❖ If you do not meet your monthly instalments or settle outstanding debt, your creditors will blacklist you and take judgment against you. This will lead to your salary being garnished and/or your car and home being repossessed.
- ❖ If you want to maintain a good credit rating and prevent legal action, you must be proactive and engage with your creditors.
- ❖ It will improve your credit score and credit worthiness so that finance can be approved.

What We Do?

We use our **legal expertise** to negotiate with your creditors or their attorneys or their debt collectors – to ensure your legal rights are protected and you are being treated fairly. We will:

- Negotiate lower monthly instalments/ payment arrangements and stop any harassment, imminent blacklisting or legal action against you;
- Negotiate settlement discounts of 20%-70% and stop any harassment, imminent blacklisting or legal action against you; or
- Negotiate a manual update of an account that is paid up (without a paid up letter).

What Do We Need?

Proof that you paid up the account/settled in full OR disposable money to settle.

How Long Does It Take?

Manual Updates: 7 – 14 Working Days

Payment Arrangements: Up to 20 working dates

Settlement of Accounts: Up to 20 working dates

- from the date all docs are received
- subject to dealing with 1 Creditor Dept.
- Not handed over to Collections Agent/Law firm





ITCfix

When Do You Need It?

1. If you have been unfairly blacklisted i.e. an incorrect/wrong blacklisting is on your report.
2. If you have paid up a debt (> 60 days).
3. If you have been blacklisted in the following cases:
For a prescribed debt; for accounts opened fraudulently; for accounts are incorrectly reflecting missed or late payments and arrears; accounts (with negative repayment history) on the CR that does not belong to you; incorrectly with the credit bureaus e.g. have a judgment or default that is not yours on your name, or you have now paid a judgment or default up and it still shows a blacklisting.

Why Do You Need It?

- ♣ Blacklisting, judgments and fraud are primary reasons for finance being declined by banks.
- ♣ Having any of these “black marks” on your name, flags you as a high risk to the banks. It destroys your creditworthiness and any chance of securing finance.
- ♣ These “black marks” also work against you, when applying for a new job or a promotion. It suggests that you are irresponsible and cannot manage your finances.
- ♣ If you want finance or a new job, you must have them removed.

What do we need from you?

- a) Paid up Letter (>60 days) for an account/ default/ court order; OR
- b) Court Order (i.e. rescinded a judgment); OR
- c) Affidavit that procedure was not followed e.g. 20 Day Notice Letter not served; OR
- d) Proof on which to do the lodgement/query/update

What We Do?

1. We will have the incorrect information updated and the *blacklistings* removed from all credit bureaus. This will improve your credit score and credit worthiness and will result in your finance application being approved.
2. According to our statistics, in 77% of cases, we successfully remove these *blacklistings*.

How Long Does It Take?

Updates of any *Paid Up Letters*: 7 Days
All Other Lodgement: 20 Working Days
- from the date we receive all documents to do the work.





FRAUDfix

When Do You Need It?

1. If you have been unfairly or incorrectly blacklisted on the Fraud Database for fraud.
2. If your identity was used fraudulently – victim of impersonation.
3. If you have been accused of opening accounts fraudulently – i.e. having submitted incorrect information and tampered with documents.

Why Do You Need It?

- ♣ Blacklisting on the Fraud Database is an automatic disqualifier for any new credit application.
- ♣ A listing on the Fraud Database, flags you as a criminal and fraudster to the banks. It destroys your credit worthiness and any chance of securing finance.
- ♣ These “black marks” also work against you, when applying for a new job or a promotion. It suggests that you are a criminal and untrustworthy.
- ♣ If you want finance or a new job, you must have them removed.

What Do We Need From You?

- ♣ Affidavit confirming that the Account was not opened by Client.
- ♣ Any other evidence the Client may have in possession to show that Fraud was committed against them in respect of the Blacklisted account.

What We Do?

1. We will have the incorrect information updated and the “black marks” removed from the Fraud Database, the Banks and all credit bureaus. This will improve your credit score and credit worthiness and will result in your finance application being approved.
2. According to our statistics, in 85% of cases, we are successful at removing these “black marks” off your name.

How Long Does It Take?

20 Working Days - from the date we receive all documents to do the work.





DEBT-REVIEW*fix*

When Do You Need It?

1. If you are under Debt Review and want to get out of Debt Review.
2. If you need us to assess whether you qualify for a Clearance Certificate & if you do – then obtain a Clearance Certificate from your Debt Counsellor.
3. To protect you from unfair practices by your Debt Counsellor OR Payment Distribution Agent (PDA) and enforce your rights by lodging complaints to the NCR.

Why Do You Need It?

1. By coming out of Debt Review you will be eligible for credit again.
2. It will you will automatically improve your affordability – show a higher disposable income .

What Do We Need From You?

- a. Proof that you have paid all debts under debt review (except homeloan / motor vehicle); or
- b. Proof that your financial circumstances have improved e.g. new salary, inheritance etc.

What We Do?

1. We will do a Clearance Certificate assessment & (if you qualify) facilitate you coming out of Debt Review on your behalf with your Debt Counsellor and PDA.
2. We can audit your Debt Counsellor and/ or PDA and have them reported to the NCR on your behalf if your rights under debt counselling have been violated.

How Long Does It Take?

30 Working Days - from the date we receive documentation.





LUCID

clear credit

RECKLESS-CREDITfix

When Do You Need It?

1. If you have been granted new credit/loan and soon thereafter you experience difficulty in meeting the monthly instalment on that account or any existing account.
2. If you have been granted new credit (in the past or recently), when you were/ are in arrears on existing accounts.
3. If you cannot honour / meet your monthly instalments.
4. If you want to improve your affordability.

Why Do You Need It?

- ♣ Missed or late payments and arrears lower your credit score and credit worthiness and is a major reason for finance being declined by banks.
- ♣ If you do not meet your monthly instalments or settle outstanding debt, your creditors will blacklist you and take judgment against you. This will lead to your salary being garnished and/or your car and home being repossessed.
- ♣ If you want to maintain a good credit rating and prevent legal action, you must have reckless credit loans removed.
- ♣ By removing reckless credit loans from your credit profile, you will automatically improve your affordability – show a higher disposable income. This will greatly improve your chances for a new loan and/or higher value.

What We Do?

1. If a credit provider grants you a loan that you cannot afford – the loan is unlawful.
2. Our lawyers will challenge the loans and have them declared reckless and void.
 - a. Once declared void, you are no longer liable for the outstanding balance on the loan;
 - b. The credit provider cannot take any legal action against you; and
 - c. All record of the loan (including the missed repayments) will be removed from all credit bureaus.

How long does it take?

1 – 6 Months - from the date we receive all documents to do the work – subject to Courts.





LUCID

clear credit

PRESCRIBED-DEBT*fix*

When Do You Need It?

1. If you have an outstanding debt / account and the lender has not been in contact with you for more than 3 years, to request payment.
2. If you have not signed any acknowledgement of debt, in respect of the debt / account.
3. If the lender has not taken a judgment against you, in respect of the debt / account.

Why Do You Need It?

- ♣ Missed or late payments and arrears lower your credit score and credit worthiness and is a major reason for finance being declined by banks.
- ♣ If you do not meet your monthly instalments or settle outstanding debt, your creditors will blacklist you and take judgment against you. This will lead to your salary being garnished and/or your car and home being repossessed.
- ♣ If you want to maintain a good credit rating and prevent legal action, you must have prescribed debts removed.
- ♣ By removing prescribed debt from your credit profile, you will automatically improve your affordability – show a higher disposable income. This will greatly improve your chances for a new loan and/or higher value.

What We Do?

1. If a credit provider does not take steps to recover the debt from you, for a period of 3 years – the debt prescribes.
2. We will challenge the loans and have them declared prescribed.
 - a. Once declared prescribed, you are no longer liable for the outstanding balance on the loan;
 - b. The credit provider cannot take any legal action against you; and
 - c. All record of the loan (including the missed repayments) will be removed from all credit bureaus; and
 - d. This will dramatically improve your credit score, credit worthiness and affordability.

How Long Does It Take?

20 Working Days- from the date we receive all documents to do the work.





GARNISHEEfix

When Do You Need It?

1. If you have a garnishee on your name, you will qualify for credit.
2. If you suspect that the Garnishee or Employer process is invalid.

Why Do You Need It?

- ♣ You also need it if you want to verify whether an existing garnishee on your salary is lawful so that we can have it cancelled as there are many fraudulent garnishees and Employers processing Garnishees incorrectly.
- ♣ By removing Garnishee, your credit score will improve and you will be more eligible for credit

What We Do?

1. For your Employer - We can conduct a Garnishee audit by auditing all existing orders being deducted from a payroll. All orders are scrutinized for irregularities, challenged where necessary and reported accordingly. Each order will also receive a repayment plan in order to ensure payroll understand when to stop their deductions. The solution includes subsequently challenging vendors who deduct more than the amounts stipulated on the repayment plans. Payroll audit of garnishee orders, the order audit itself, administration of the orders as well as garnishee order training.
2. All Garnishee Orders are checked for legality and validity.
3. DCM Corporate ensures that employees don't overpay on legal fees and interest.
4. Reduced Installments are negotiated in court on behalf of the employee.
5. The Garnishee Order is stopped, when the debt is paid up.
6. Resolving of excessive and unaffordable garnishee amounts, which often result in zero payslips.

How Long Does It Take?

1 – 6 Months - from the date we receive all documents to do the work – subject to Courts.





JUDGMENT *fix* RESCIND A DEBT ORDER



When Do You Need It?

1. If you have a Judgment in a High Court or Magistrates Court against you on your credit report OR the client is aware of a Judgment against them that may not be showing on the credit report;
2. If you have a Valid Basis for a Rescission of Judgment i.e.
 - a. You have paid up the debt – with a **Paid Up Letter** i.e. a Letter on CP letterhead stating you have paid up the debt, and a **Consent Letter** i.e. you have Letter consenting to the Rescission of Judgment from the CP. If it is a SARS Judgment the Client must have a **Paid Up Letter** or **Withdrawal Letter**, OR
 - b. The Section 129 Letter/ Summons was not served on the correct address of Service or via registered post.

Why Do You Need It?

- ♣ Judgments are the highest risk category for any bank. A judgment is almost always an automatic disqualifier for finance.
- ♣ If you have a Judgement Court Order against you for Debt, a bank is legally prevented from approving any new finance.
- ♣ When this Judgment is preventing the Client from:
 - obtaining Finance or getting finance on better terms of lending (DIP); or
 - It is stopping the Client from qualifying for employment.
- ♣ To stop Execution if it has not taken place: i.e. Attachment of your assets or property or Garnishee of your Salary (if you have no assets) if it has not taken place yet.

What We Do?

When rescinding a judgment court order for Debt provide the following Legal services once for the deposit– via our national network of 230 Lawyers:

Consultation; Perusal; Draft of Court Docs & File; Serve Docs on all Parties; Set the matter down in court; and Appear in Court.

How Long Does It Take?

1 – 6 Months - from the date we receive all documents to do the work –subject to Courts.

LUCID



JUDGMENT *fix* RESCIND AN ADMIN ORDER



When Do You Need It?

1. If you have a admin order against you on your credit report OR the client is aware of a admin order against them that may not be showing on the credit report;
2. If you have a Valid Basis for a Rescission of Admin Order i.e. Client can prove that their financial position has improved.

Why Do You Need It?

- ♣ Admin Orders are the highest risk category for any bank. An Admin Order is almost always an automatic disqualifier for finance.
- ♣ If you have an Admin Order, a bank is legally prevented from approving any new finance.
- ♣ When this Admin Order is preventing the Client from:
 - Obtaining Finance or getting finance on better terms of lending; or
 - It is stopping the Client from qualifying for employment.

What do we need from you?

We will need: -

- a) The 74Q Document from the Administrator; OR
- b) Proof of improvement in Financial circumstances; OR
- c) Proof that the Admin Order is causing more harm than good to the Clients financial status.

What We Do?

When rescinding a judgment court order for Debt provide the following Legal services, once for the deposit– via our national network of 230 Lawyers:
Consultation; Perusal; Draft of Court Docs & File; Serve Docs on all Parties; Set the matter down in court; and Appear in Court.

How Long Does It Take?

1 – 6 Months - from the date we receive all documents to do the work –subject to Courts.

LUCID



JUDGMENT *fix* RESCIND A DEBT REVIEW ORDER



When Do You Need It?

1. If you have a Debt Review order against you on your credit report OR the client is aware of a Debt Review order against them that may not be showing on the credit report;
2. If you have a Valid Basis for a Rescission of Debt Review Order i.e. you have evidence that their financial position has improved.

Why Do You Need It?

- ♣ Debt Review Orders are the highest risk category for any bank. A Debt Review Order is almost always an automatic disqualifier for finance.
- ♣ If you have a Debt Review Order, a bank is legally prevented from approving any new finance.
- ♣ Debt Review status can stay on your Credit Report for 30yrs
- ♣ When this Debt Review Order is preventing the Client from:
 - obtaining Finance or getting finance on better terms of lending (DIP); or
 - It is stopping the Client from qualifying for employment.

What We Do?

When rescinding the Debt Review Court Order – we provide the following Legal services once for the deposit– via our national network of 230 Lawyers:

- ♣ Consultation;
- ♣ Perusal;
- ♣ Draft of Court Docs & File;
- ♣ Serve Docs on all Parties;
- ♣ Set the matter down in court; and
- ♣ Appear in Court.

How Long Does It Take?

1 – 6 Months - from the date we receive all documents to do the work –subject to Courts.

LUCID



JUDGMENT *fix* REHABILITATION ORDER

When Do You Need It?

1. If you have a Sequestration Order against you on your credit report OR the client is aware of a Sequestration Order against them that may not be showing on the credit report.
2. If you have a Valid Basis for a *Rehabilitation* of a Sequestration Order i.e. you have evidence that your financial position has improved.

Why Do You Need It?

- ♣ Sequestration Orders are the highest risk category for any bank. A Sequestration Order is almost always an automatic disqualifier for finance.
- ♣ If you have a Sequestration Order, a bank is legally prevented from approving any new finance.
- ♣ Sequestration status can stay on your Credit Report for 15yrs
- ♣ When this Sequestration Order is preventing the Client from:
 - obtaining Finance or getting finance on better terms of lending (DIP); or
 - It is stopping the Client from qualifying for employment.

What We Do?

When rescinding a judgment court order for Debt provide the following Legal services once, for the deposit– via our national network of 230 Lawyers:
Consultation; Perusal; Draft of Court Docs & File; Serve Docs on all Parties; Set the matter down in court; and Appear in Court.

What We Need From You?

We will require proof that you have either

- a) the Debt is Paid up; OR
- b) if the Client has negotiated settlements with 3/4's of his creditors by payment or security.

How Long Does It Take?

1 – 6 Months - from the date we receive all documents to do the work –subject to Courts.



LUCID



clear credit

OUR FEES FOR 2018

SCOREfix	ITCfix	ACCOUNTfix	FRAUDfix
R1500 Once Off	R1500 Once Off	R1500 Once Off	R3000 Once Off
N/A	R850 per additional issue	R850 per additional Issue	N/A
DEBT-REVIEWfix	RECKLESS CREDITfix		PRESCRIBED DEBTfix
R8500 Once Off	R2500 Assessment R8500 Once Off		R5000 Once Off
N/A	R750 if matter is postponed to a new date – re appearance fee		N/A

JUDGMENTfix

RESCIND JUDGMENT MAG COURT	RESCIND JUDGMENT HIGH COURT	GARNISHEE Fix	RESCIND ADMIN ORDER MAG COURT	REHABILITATE SEQUESTRATION HIGH COURT
R5000 Deposit	R10 000 Deposit	R2500 Assessment R6500 Deposit	R6500 Deposit	R25 000 Deposit
R1000 If court file is lost and we are required to create duplicate file	R1000 If court file is lost and we are required to create duplicate file	R1000 If court file is lost and we are required to create duplicate file	R1000 If court file is lost and we are required to create duplicate file	R1000 If court file is lost and we are required to create duplicate file
R1000 if matter is postponed to a new date – re-appearance	R1500 if matter is postponed to a new date – re-appearance	R1000 if matter is postponed to a new date – re-appearance	R1000 if matter is postponed to a new date – re-appearance	R1500 if matter is postponed to a new date – re-appearance