
Guideline

Credit
Secrets

Mega
Credit

FIX

Guide For
Canada

The Credit Wave

Executive Summary

Protecting Your Privacy: Our Commitment to Secure and Reliable Credit Reports

**Protect your personal information and
ensure an accurate credit report.**

PREPARED BY
THE CREDIT WAVE

PREPARED FOR
CREDIT WAVE SUPPORT

The Personal Information Protection and Electronic Documents Act (PIPEDA) is the governing legislation in Canada that regulates the collection, use, and disclosure of personal information to ensure that individual's privacy rights are protected. Organizations including credit reporting companies or otherwise companies responsible for managing your credit information are required to obtain individuals' consent to collect, use, and disclose personal information for commercial purposes, and individuals can withdraw their consent at any time, subject to reasonable notice and legal or contractual restrictions. Using our Law2 Method our company follows specific guidelines and procedures for the secure destruction of personal information that is no longer necessary to fulfill the identified purposes or otherwise fails to meet the requirements for credit reporting under PIPEDA.

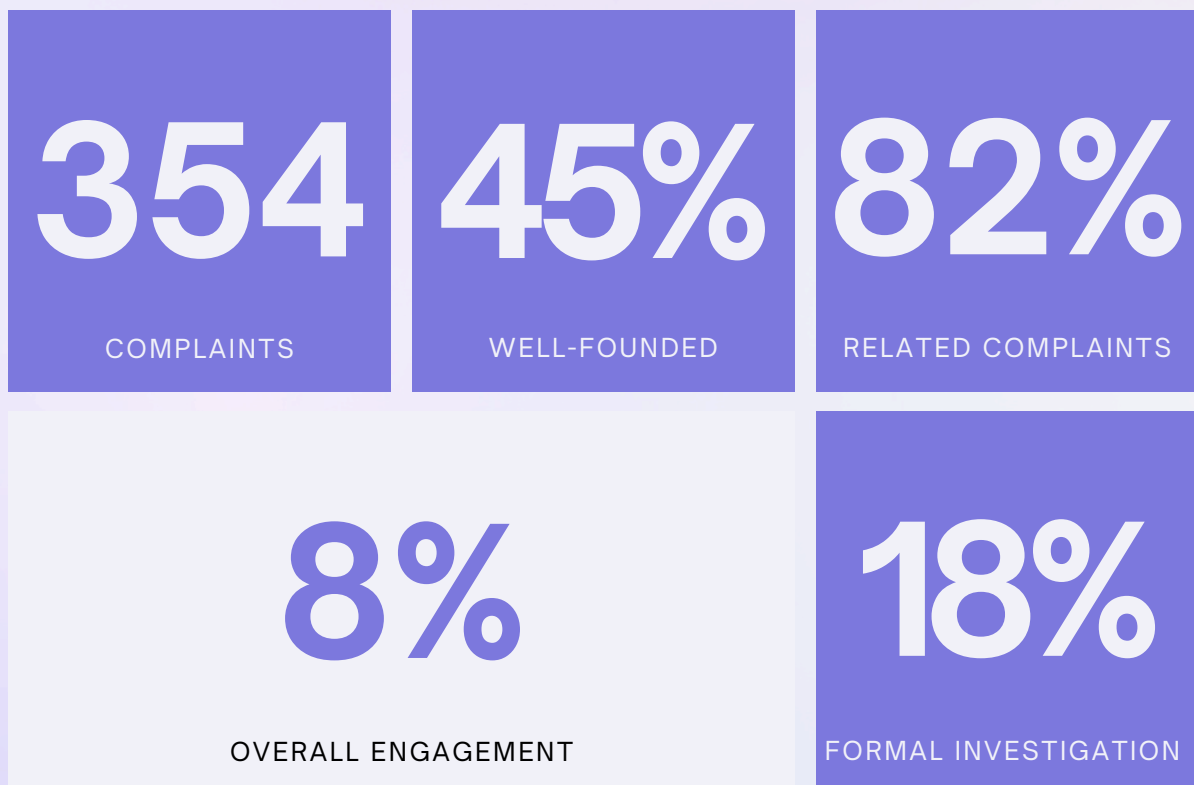
Engagement Metrics

Under PIPEDA 45% of the complaints related to credit reporting agencies were well-founded

Engagement Rate

According to the annual reports published by the Office of the Privacy Commissioner of Canada, the number of complaints related to credit reporting agencies has been steadily increasing over the years. In the 2019-2020 fiscal year, the Office received 354 complaints related to credit reporting agencies, accounting for approximately 8% of all complaints received. This indicates that there is a significant number of individuals who are using PIPEDA to address concerns with credit reporting agencies and protect their privacy rights.

According to the same annual reports published by the Office of the Privacy Commissioner of Canada, in the 2019-2020 fiscal year, 45% of the complaints related to credit reporting agencies were well-founded. This means that the Office found evidence that the credit reporting agency had violated PIPEDA and took steps to address the issue. The report also shows that 82% of the complaints related to credit reporting agencies were resolved through mediation or other informal means, while 18% required a formal investigation.



Fundamental

Paying off accounts does not result in their elimination; rather, it resets the duration for which they are reported. When an account is paid off, its status is updated to "paid," but it does not lead to an upgrade in the account's R9 credit rating.

Closing accounts can indeed influence your credit history significantly, as lenders consider it a vital factor when deciding to extend credit. Generally, it is advisable to keep accounts open to maintain a longer credit history, which can positively impact your creditworthiness. By keeping accounts open, you present a more appealing profile to lenders.

A consumer proposal should be approached cautiously, as it is not a strategy aimed at enhancing your credit score. In fact, a consumer proposal can have a negative impact on your credit rating. It is a legally binding process that is documented on your credit report and remains visible for several years, typically up to three years after its completion. If your primary goal is to improve your credit score, a consumer proposal is not recommended.

Strategy Analysis

Our strategy is guided by the 10 Fair Information Principles, including PIPEDA. We oversee compliance, limit collection to what is necessary, safeguard data, and provide transparency and individual access. These principles help us protect personal information from being reported.

Top-question asked



1

Does the company responsible for reporting credit information have your consent?

2

Your consent is required for 99.9% of the information that appears on your credit report.

Strategy Analysis

The strategy analysis for dealing with credit reporting agencies and ensuring compliance with PIPEDA involves three critical steps. The first step is to send a request for access to information under PIPEDA, which should include the original copy of the credit application, credit agreement, and privacy policy. This step is essential as it allows you to gain access to your personal information that has been collected by credit reporting agencies. You should send the request to the organization in question and ensure that they respond within 30 days. Any failure to respond is considered a breach of the Personal Information and Electronics Documents Act.

The second step is to ensure that the organization has informed you of the risks, harm, and consequences of collecting and disclosing your credit information. Organizations are required to inform individuals of the purpose of collecting credit information, the risks, harm, and consequences associated with it, and that disclosure will be ongoing. Therefore, ensure that the organization has informed you of all the necessary information, including the purpose of collecting credit information, and that they have informed you of the ongoing disclosure.

The third step is to verify that the organization obtained your informed consent for publishing credit information and that it is valid by checking for all necessary information and restrictions. It is crucial to ensure that the consent obtained is specific about the restrictions and that you were informed of the purpose of the collection, use, and disclosure of your information. If you wish to withdraw your consent, ensure that the consent obtained is specific about the restrictions. By taking these steps, you can ensure that your consent is valid, and your rights are protected.

Overall, these three steps provide a clear framework for dealing with credit reporting agencies and ensuring compliance with PIPEDA. It is important to note that organizations are required to inform individuals of the purpose and consequences of collecting and disclosing credit information, as well as to obtain informed consent for publishing credit information. Therefore, individuals should always verify that the organization has met these requirements and that their consent is valid.

If an organization fails to comply with PIPEDA or the Consumer Reporting Act and an individual suffers damages as a result, they have the right to challenge compliance, file complaints, and seek compensation. By taking action and holding organizations accountable for any violations, individuals can help protect their privacy rights and ensure that their personal information is being handled in a responsible and transparent manner.

In summary, the strategy for dealing with credit reporting agencies and ensuring compliance with PIPEDA involves sending a request for access to personal information, verifying that the organization informed you of the risks, harm, and consequences, verifying that consent was obtained for publishing credit information, verifying the accuracy of credit information, filing a complaint with the Privacy Commissioner of Canada if necessary, and suing for damages if necessary. By following these steps, individuals can take control of their personal information and ensure that organizations are complying with PIPEDA and protecting their privacy rights.

Case Analysis - Well-Founded Complaints

Case Name: Nammo v. TransUnion of Canada Inc.

In Nammo v. TransUnion, the plaintiff, Mr. Nammo, discovered that TransUnion had incorrectly listed an account in his credit file that belonged to another individual with a different name and date of birth. Mr. Nammo filed a complaint with TransUnion, but it took them 20 days to investigate the matter and confirm the inaccuracy.

The court noted that the error was evident on TransUnion's own records, as the dates of birth were significantly different, and that TransUnion had not offered any explanation for the 20-day delay in making a single phone call to inquire about the information supplied.

TransUnion argued that it had resolved the inaccuracy "swiftly" and that an award of damages was inappropriate, but the court did not agree. The judge found that TransUnion had not corrected its errors swiftly or within a reasonable period of time, and Mr. Nammo was awarded damages for the harm caused by TransUnion's inaccurate credit reporting.

Furthermore, it is important to note that this case was filed under the Personal Information Protection and Electronic Documents Act (PIPEDA), which governs how private sector organizations collect, use, and disclose personal information in the course of commercial activities.

This decision serves as a reminder to businesses that they have a responsibility to ensure the accuracy of the personal information they collect and maintain, and that they must respond to complaints related to inaccurate information in a timely and efficient manner. Failure to do so may result in legal action and financial consequences.

The court awarded Mr. Nammo \$5,000 in damages for the harm caused by the inaccurate credit reporting, as well as \$1,000 in costs.

Case Name: PIPEDA Case Summary #2005-296

In PIPEDA Case Summary #2005-296, the Privacy Commissioner investigated a complaint against a bank for unclear language of consent in credit card application forms. The Assistant Commissioner found the complaint well-founded, as the language did not provide adequate information for informed consent. Recommendations were made for the bank to revise the forms and privacy materials, and to allow for immediate opt-out and include a statement of purpose for disclosure to credit bureaus.

The findings highlight the importance of clear and concise language in consent forms, as privacy laws require informed consent before personal information is collected, used, or disclosed. The recommendations aim to ensure applicants are fully informed and can make an informed decision about giving consent.

Overall, PIPEDA Case Summary #2005-296 serves as a reminder to organizations to ensure that their language of consent is clear and informative, in order to uphold the principle of informed consent and protect individuals' privacy rights.

Case Name: In Englander v. TELUS Communications Inc.

In Englander v. TELUS Communications Inc., The court found TELUS Communications Inc. in violation of the language of consent requirement in Englander v. TELUS Communications Inc. for not informing its first-time customers about the primary and secondary purposes for collecting personal information and the availability of non-published number service at the time of enrollment.

This highlights the importance of companies being transparent and clear in their language of consent when collecting personal information from their customers, and the potential cost implications of not doing so.

These three cases demonstrate the importance of accurate and transparent handling of personal information by businesses. Nammo v. TransUnion reminds businesses of their responsibility to ensure accurate personal information and to address complaints of inaccuracies in a timely manner. PIPEDA Case Summary #2005-296 emphasizes the need for clear and concise language in consent forms to uphold informed consent and protect privacy rights. Finally, Englander v. TELUS Communications Inc. underscores the importance of transparent consent language and the potential cost implications of not doing so. Overall, these cases highlight the need for businesses to handle personal information with care and respect for privacy rights.

Regulatory Performance

Consumer protection measures between Personal Information and Electronic Documents Act(PIPEDA) and the Consumer Reporting Act(CRA) regarding credit reporting agencies and compliance:

Consumer Protection Measure	PIPEDA	CRA
Right to access personal information	● Active	● (with limitations)
Right to dispute and correct errors	● Active	● Active
Requires consent	● Active	● No
Right to withdraw consent	● Active	● No
Right to file complaints	● Active	● (with limitations)
Right to investigation and enforcement by independent body	● Active	● No
Statutory damages for non-compliance	● Active	● No
Time limit for response to access request	● 30 days	● No time limit
Right to sue for damages	● Active	● Active
More Consumer Protection	● Active	● No

Identifying errors on your credit report

Uncover Hidden Errors in Your Credit Report: The Importance of Credit Auditing

Identifying errors or discrepancies in credit reports can be challenging for many individuals. Merely reviewing the report itself does not suffice in uncovering potential issues. Instead, it is crucial to request the materials utilized in preparing the report, as they can serve as valuable resources for identifying inconsistencies.

An error on a credit report encompasses any information that is inaccurate, erroneous, or unverifiable. Such errors can have a significant impact on your credit report, potentially leading to adverse consequences. To effectively identify any errors that might be unknown to you, follow these steps:

1. Submit access to information requests: Request access to the materials used in creating your credit report. This will provide you with a comprehensive view of the data involved.
2. Verify information consistency: Ensure that any information provided to you aligns with the details you initially provided. This will help identify any discrepancies that may have occurred during the reporting process.
3. Carefully review terms and conditions: Examine the terms and conditions associated with your credit report. While doing so, consider the following relevant questions using our assessment tool.

Assessment Tool

Assuming that you've requested all materials related to your credit file, it is important to ask critical questions to help identify errors and ensure the accuracy of the information being reported. Here are some top critical questions you should ask yourself:

Company:	<ul style="list-style-type: none">• Has the company obtained your consent to disclose your personal information to the credit bureau?• Does the credit bureaus have valid consent to publish your personal information?• And are there any restrictions in withdrawing consent?
Collections:	<ul style="list-style-type: none">• Was the debt purchased by the collection agency from the original creditor, and if that is the case, were you provided with a notice of assignment from the original creditor prior to reporting of the account?• Are the assignment provisions stated in the original agreement considered valid?• Was consent given to the original creditor?
Inquires:	<ul style="list-style-type: none">• Regarding your credit application, were you informed by the organization about whether it was accepted at a higher interest rate or rejected altogether?• Did the organization inform you of the credit reporting agency they used to determine your creditworthiness, as well as provide you with the agency's contact information?• Was consent given?
Public Records:	<ul style="list-style-type: none">• Who collected and disclosed your personal information to the credit bureau?• Who was responsible for reporting the credit information?• Is the reported information accurate?
Consumer Proposal or Bankruptcy:	<ul style="list-style-type: none">• When entering into the agreement, did the company inform you about the disclosure of your personal information and its potential impact on your credit report?

Asking these questions will help you determine if the information being reported is accurate and ensure that your privacy rights are being protected.

Correcting errors on credit reports can have several benefits, including:

1. **Improved Credit Score:** Errors on your credit report can negatively impact your credit score. By correcting these errors, you can improve your credit score, which is crucial for obtaining favorable interest rates and accessing better financing options.
2. **Lower Interest Rates:** A higher credit score resulting from error corrections can make you eligible for lower interest rates on loans, credit cards, and mortgages. Lenders typically offer better terms to borrowers with good credit histories, as they are considered less risky.
3. **Access to Better Financing:** By fixing errors on your credit report, you enhance your chances of qualifying for better financing options. This can include personal loans, auto loans, or mortgages with more favorable terms, such as lower down payments, longer repayment periods, or reduced fees.
4. **Access to Credit Limit Increases:** Credit card issuers may be more willing to increase your credit limit. A higher credit limit can enhance your credit utilization ratio, which is the amount of credit you're using compared to your total credit limit. A lower utilization ratio can positively impact your credit score.
5. **Enhanced Loan Approval Prospects:** When you apply for loans or credit, lenders evaluate your creditworthiness. A clean credit report increases your chances of loan approval, as it demonstrates your responsible financial behavior and reduces the risk perceived by lenders.
6. **Lower Insurance Premiums:** Some insurance providers may use credit scores as a factor in determining insurance premiums. By improving your credit score, you might qualify for lower insurance premiums, saving you money in the long run.

It's important to note that credit report errors should be disputed and corrected through the proper channels. The best practice is to first challenge compliance with the organization responsible for reporting your personal information.

Law2 Method

Steps to Protect Your Personal Information and Ensure an Accurate Credit Report

01 **Send a Request for Access to Information Under PIPEDA**

The first step in the process is to prepare and send a request for access to information under the Personal Information and Electronics Documents Act (PIPEDA). This act applies to private-sector organizations across Canada that collect, use, or disclose personal information in the course of a commercial activity, including consumer reporting agencies.

By sending this request, the organization in question will have 30 days to respond. Any failure to respond is considered a breach of the Personal Information and Electronics Documents Act. Your access to information request should include the original copy of the credit application, credit agreement, and privacy policy.

02 **Ensure the Organization Informed You of Risks, Harm, and Consequences**

Organizations are required to inform individuals of the risks, harm, and consequences of the collection, use, and disclosure of credit information to credit bureaus. This includes disclosing the purpose of collecting credit information (i.e., to maintain the integrity of the credit granting system) and informing consumers that disclosure will be ongoing.

03 **Verify Consent was Obtained for Publishing Credit Information**

Organizations are required to obtain a consumer's informed consent to publish credit information to credit bureaus. While individuals may withdraw their consent subject to contractual restrictions, these restrictions must be specific. Ensure that you were informed of the purpose of the collection, use, and disclosure of your information, and that you gave your informed consent for it to be published to credit bureaus.

04 **Review the Organization's Policy on Withdrawing Consent**

Review the organization's policy on withdrawing your consent for publishing credit information to credit bureaus. Ensure that there are no restrictions to withdrawing your consent.

If an organization has denied your request to withdraw consent to publish your credit information to the credit reporting credit bureaus, here are some steps you can take:

1. Start by reviewing the organization's privacy policy and agreement to check for the following withdrawal restrictions within the language of consent;
2. Restrictions should expressly state that you cannot withdraw your consent for the disclosure of credit information to credit bureaus;
3. Purpose of disclosure of credit information to the credit bureaus is to maintain the integrity of the credit granting system.
4. disclosure of credit information is ongoing, and the organization should be specific about the information it is disclosing, such as payment history.

Note if all of the above language of consent is not present the consent obtained may be invalid. Note organizations are required to obtain valid consent from you before publishing your credit information to credit bureaus. They are also required to provide information about the collection, use, and disclosure of this information, including the potential risks, harms, and consequences of the collection. If the organization did not obtain valid consent, you can request that the information be destroyed, removed, or amended from your credit report

05 **Exercising Your Rights: Challenging an Organization's Compliance with PIPEDA and Requesting Ongoing Compliance**

Individuals have the right to challenge an organization's compliance with PIPEDA and to request ongoing compliance. To do this, you should first contact the organization and express your concerns or dissatisfaction with their privacy practices. Provide any evidence or documentation that supports your claim. The organization should respond to your complaint within a reasonable time frame and attempt to resolve the issue.

06 **Ensure Information is Destroyed or Made Anonymous**

PIPEDA states that if the information is no longer required, it must be amended, destroyed, or made anonymous. Alternatively, if the consent is invalid, then the published information should be destroyed or made anonymous.

07 **Filing a Complaint with the Office of the Privacy Commissioner of Canada (OPC)**

If you're not satisfied with the response you received from the organization, or if you believe your privacy rights have been violated, you can file a complaint with the Office of the Privacy Commissioner of Canada (OPC). To do this, visit the OPC's website and fill out their online complaint form. You'll need to provide details about the privacy breach or concern, as well as any relevant documentation or evidence.

The OPC will review your complaint and investigate the matter, and may take enforcement action if necessary to protect your privacy rights. Keep in mind that the OPC's role is to promote and uphold privacy rights, but it cannot provide legal advice or represent individuals in court.

By following these steps, you can take action to address errors on your credit report and ensure that your credit history is accurately reflected.

Law2 Credit Report

Obtaining your Law2 Compliant Credit Report

If you're interested in getting a "Law2 Compliant Credit Report" from our company, here's how you can go about it:

1. Contact us: Simply get in touch with our company and request a Law2 Compliant Credit Report. We've made the process easy and straightforward for you.
2. Verify your identity: To ensure that we're providing the right person with the report, we'll ask you for some identification information. This can include your name, date of birth, social insurance number, and address.
3. Give your consent: Before we can start reviewing your credit report, we need your permission to do so. We'll provide you with a written consent form that explains why we need to review your credit report and what your rights are under PIPEDA.
4. We'll review your credit report: Once we have your identification and consent, we'll take a look at your credit report from Equifax and TransUnion to make sure it's compliant with PIPEDA. This includes contacting organizations responsible for reporting your personal information and requesting access to information to review the documents they used to prepare the report.
5. We'll escalate any issues: If we find any issues with your credit report that don't comply with PIPEDA, we'll escalate the matter on your behalf to the credit reporting agency to make sure they get resolved.
6. You'll receive a PIPEDA Compliant Credit Report: After we've reviewed your credit report and made sure it complies with PIPEDA, we'll provide you with a PIPEDA Compliant Credit Report. This report will outline any issues we found and how we resolved them.

It's important to note that in some provinces, the credit bureau is required to send a revised copy of your credit report to anyone who recently requested it. This means that if we find any issues with your credit report that don't comply with PIPEDA and we get them resolved, the credit bureau may send you a revised copy of your credit report that reflects the changes.

Additionally, we take the security of your personal information seriously. We follow specific guidelines and procedures for the secure destruction of personal information that is no longer needed for credit reporting under PIPEDA. This ensures that your personal information is not kept longer than necessary and is disposed of securely to protect your privacy.

Remember, it's important to make sure that any company offering this type of service is fully compliant with PIPEDA and has appropriate safeguards in place to protect your personal information.

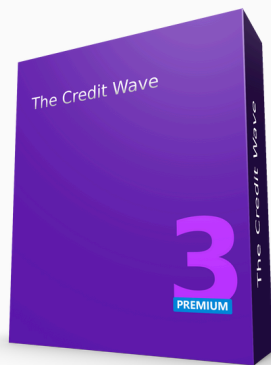
Company Overview

Products:	<p>Our journey began back in 2011 when we set out to help people improve their credit by disputing negative items on their reports. As we grew, we realized there was more we could do to assist individuals in their financial journeys. In 2020, we expanded our offerings to include affordable credit products that were accessible to all. And now, in 2023, we are thrilled to introduce the Credit Wave—an innovative product that maximizes results through expertly crafted guides. This achievement was made possible by our implementation of the Law2 Method, which is based on the ten principles of PIPEDA. We're excited to bring this effective approach as the first step to help you ride the Credit Wave to success!</p>
Services:	<p>We offer a comprehensive range of credit reporting services, investigating the conduct of credit reporting companies, and credit score analysis. Our company assesses credit reporting companies' compliance with PIPEDA regulations, including the accuracy, retention, and security of personal information. We also examine the practices and procedures used by credit reporting companies to collect, use, and disclose personal information to ensure that they are ethical and transparent. Our review process also focuses on ensuring that credit reports issued by these companies reflect the credit history and standing of individuals with precision.</p>
Clients:	<p>Our clients include individuals, families, businesses, and organizations that require secure and reliable credit reporting services. We cater to clients across various sectors, including finance, real estate, and consumer services. Our clients trust us to provide them with accurate, reliable, and secure credit reports to make informed decisions.</p>
Conclusion:	<p>We are committed to providing our clients with the highest level of credit products and services. We strive to ensure that credit reporting companies comply with PIPEDA regulations and accurately report credit information. Our mission is to provide our clients with secure, reliable, and accurate credit reports while maintaining the highest standards of compliance and data protection.</p>

Our Offers

Package One

\$199



Introducing the Credit Wave, a comprehensive solution designed to protect consumers in credit reporting. This powerful product offers a range of benefits and features to help you take control of your credit report and personal data. The Credit Wave includes a robust all-in-one inquiry letter that allows you to challenge inaccuracies, incompleteness, and non-compliance in your credit information. Request access to your personal data, allowing you to verify its accuracy, and withdraw consent for the reporting of your information to credit reporting agencies. The product provides detailed instructions for removing unverifiable information and offers bonus material on disputing negative credit history. With a focus on timely responses, the Credit Wave ensures that you receive a prompt resolution to your credit report inquiries. Take control of your credit report today by ordering the Credit Wave.

Package Two

\$559/month
billed quarterly

team@thecreditwave.com

We recommend using the Credit Wave, our company stands ready to assist when needed. We conduct comprehensive investigations into the conduct and compliance of credit reporting companies. Our top priority is meticulous data verification, ensuring the removal of any unverifiable information. Furthermore, we take pride in streamlining the complaint resolution process to provide a seamless and efficient experience for our clients.

Thank you!

Thank you for taking the time to read this report. If you have any questions or would like to discuss our findings further, please don't hesitate to reach out to us.

 Toronto, Ontario

 support@thecreditwave.com

 thecreditwave.com