

Your credit account personalised APR explained

We're Creation, the finance company who provide your credit account that you can use to make purchases with Currys.

When you made your credit application, we looked at your financial history to help us understand if we could give you a credit account and what the personalised APR for your account should be. This process is called credit scoring.

How does credit scoring work?

Credit scoring is the process most major banks and finance companies use when considering applications for credit.

We use information we may already have about you, any information we may get from other organisations such as credit reference agencies or fraud-prevention agencies. When we use information from other organisations, we'll tell you who they are.

The credit scoring process gives points for each piece of relevant information and adds these to produce a personalised credit score.

The points are given based on a review of your repayment history over many years. This review lets us understand and predict how likely you are to pay back a loan. Once the review is complete and your score has been calculated, we give you a personalised APR for your credit account.

Get the facts

If you're still puzzled by the personalised APR on your credit account, you can contact a credit reference agency to get a copy of your credit file. This will show all the information about you that lenders and retailers can see when you apply for credit. The agencies must give you copies of the information they have about you.

Credit reference agencies

Equifax Ltd
Customer Service Centre
PO Box 10036
Leicester
LE3 4FS

Phone: 0800 014 2955

Website: www.equifax.co.uk

TransUnion (formally Callcredit limited)
One Park Lane
Leeds
LS3 1EP

Phone: 0330 024 7574

Website: www.transunion.co.uk

Experian Ltd
Credit Expert
PO Box 7710
Nottingham
NG80 7WE

Phone: 0344 481 0800

Website: www.experian.co.uk

For ROI customers applying for credit in ROI;

Central Credit Register
Adelphi Plaza
George's Street Upper
Dún Laoghaire
Co. Dublin
Ireland

Lo-Call: 1890 100050

Landline: 01 2245500

Email: myrequest@centralcreditregister.ie

Every credit or loan application involves a certain level of risk to us, no matter how reliable or responsible you are. Credit scoring allows us to work out the level of risk for each application, using the information we have. If the level of risk is too high, we may not accept the application or we may give you a higher APR for your credit account.

Is credit scoring fair?

We believe that credit scoring is fair and unbiased as it uses information about you and your payment history. It builds up a profile of your borrowing behaviour. We test our credit-scoring methods regularly to make sure they continue to be fair and unbiased.

We are a responsible lender and we work with the Financial Conduct Authority. The Financial Conduct Authority regulates credit and agrees that credit scoring helps to make sure that lending decisions are responsible.

What types of information does a credit reference agency hold?

Credit reference agencies hold different types of information, such as information from the electoral register, details of any court judgements or bankruptcies in your name, a record of current and past credit commitments (for example, credit cards, loans, mortgages) that you've held in the last six years, and details of any searches on your credit file.

To get a copy of your credit file (the report lenders see when checking your creditworthiness), contact the credit reference agencies using the contact details listed. These credit reference agencies offer instant on-line access to your credit file via their websites. If you ask for a copy, you'll need to provide your full name, date of birth and all addresses you have lived at during the past six years.

How to improve the information held in your credit file

Being given credit can be important, so how can you improve your chances of being approved for credit?

Get the facts – Contact a credit reference agency to get a copy of your credit file. This will show you all the information about you that lenders and retailers can see. These agencies must give you copies of the information they hold about you.

Dispute any inaccuracies – Once you have your credit file, check all the details carefully. If you find any incorrect information, tell the agency. You can also add a note to your file, to explain any special circumstances.

Get yourself on the electoral register – Banks, finance companies and retailers carry out this standard check to make sure you are registered at the addresses you provide.

Don't leave out previous addresses – If you've moved a lot in the last three years, don't be tempted to leave out any previous addresses. This could be seen as an attempt to conceal unpaid credit at that address and may be treated as suspicious.

Keep up to date with existing credit – Paying your existing credit card and loan repayments on time will show that you're likely to be able to meet future credit payments.

Be honest about your credit history – If you've been in difficulties in the past and not been able to meet your repayments, or you've got county court judgements against you, make sure you disclose all the relevant information as it can easily be traced.

Settle bad debt – Although unpaid credit and county court judgements will stay on your file for six years, they will be marked as settled once you pay the debt. This could be taken into account when you're making future applications.

Be patient, not persistent – If you're refused credit for a product or service, don't keep on reapplying as this may lower your score. Wait a couple of months before making further applications.