

Frequently Asked Questions

Some answers to questions you might have about our Subscriber Agreement



1. If I don't agree with your Terms & Conditions, who should I speak to?

Please contact your Sales Representative in the first instance or if you don't have a designated account manager, please email any concerns to subscriptions@vedaadvantage.com and we will be happy to follow up and discuss with you.

2. I didn't receive an email or letter to confirm my subscription. What should I do?

All letters of confirmation are sent directly to the Business Contact listed on the application, however if you have not received your details please contact us on 0800 653 309 to confirm.

3. Can I sign up and do a credit check today?

Veda Advantage (NZ) Ltd has a responsibility to ensure that Subscribers to Our Information Services comply with the NZ Privacy Act 1993 and the New Credit Reporting Privacy Code 2004 ("Code"). The Code regulates how credit reporters, including Veda Advantage, must handle personal credit information.

Because of the very strict requirements of the Code, we have to be satisfied that your business is in fact eligible. To ensure your application can be processed as quickly as possible, please ensure you complete all of the required fields and we will send you confirmation of your application as soon as possible; do allow at least five days for us to complete the approval process.

4. I have five branches; do I have to sign one application for every branch?

We require one subscriber agreement to be completed for every parent account only.

5. I'm waiting for my account to be set-up. How long will it take?

The approval process can take up to five days to action.

6. As a landlord I have been declined as a credit provider and I need to load defaults, so do I need to change my business status so I can utilise the service?

Under the Code, landlords do not have access to list defaults and will need to refer these matters to the Tenancy Tribunal.

7. I applied for xyz purpose code but you only gave me x purpose code why?

Your application may have been declined based on your business and industry for those specific codes; therefore we were unable to approve your application for the access purposes you applied for. If you still believe that you should be able to access our Consumer Credit Reporting Services for these purposes, please email us at subscriptions@vedaadvantage.com clearly outlining why you believe you require these additional access codes and will review and follow up with you.

8. You approved my business for Information Services only, and I actually need Full Services. What do I need to do?

Please email us at subscriptions@vedaadvantage.com clearly outlining why you now require Full Services and for which purpose code you require access to and why. Once received, it will be reviewed for approval.

9. My business no longer trades under the name you have listed and I need to access your system. What do I need to do?

You need to complete a Subscriber Agreement with the most current legal entity name so we can update our records accordingly. It would also assist us if you could provide us with instructions on what to do with your previous BISS account and we will return all relevant documentation for you to review. Once you have completed all documents, you need to email or fax back to us to be reviewed for final approval.

10. My business only uses one login, am I expected to provide all of my staff with their own login?

Yes, to comply with the Code you need to be able to provide us with details of which staff member accessed our Consumer Credit Reporting Services if we request this information from you.

11. What is my access purpose code and how do I get it?

When your subscription has been processed you will be allocated your valid access purpose codes. These are based on your business requirements and are selected via a pre-populated menu option from the Internet screen.

12. On what grounds do you decline an application form, I have a small business (loan) company, and I was approved as a credit provider but declined as a debt collector, why?

If you are collecting debt from individuals that you provided credit to as part of the credit cycle, we have approved access to our information as a credit provider. As debt collection is directly related to your decision to provide credit to that individual it is therefore not necessary that you are approved as a debt collector. This access code is primarily for businesses whose principal activity is the collection of debt on behalf of third parties.

13. To complete the Subscriber Agreement Veda Advantage requires me to tick the correct purpose codes for example credit provider, landlord, employer etc. Will I still receive the same credit report if I was approved as a landlord and employer but declined as a credit provider?

Yes, you will still receive the same report; the purpose code is used for auditing and monitoring purposes only.