



## MIE Consumer Dispute form

MIE Dispute reference number: MIE \_\_\_\_\_

Expected date of completion: \_\_\_\_\_

### CONSUMER PERSONAL INFORMATION

Name	
Surname	
Maiden surname	
ID number	
Cellphone number	
Work number	
Email Address	
Postal Address	

### 1. NATURE OF DISPUTE

Please indicate the type of the dispute by ticking the appropriate box below:

1. 1 Credit Check	<input type="checkbox"/>
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Kindly confirm the nature of the credit dispute:

Account	<input type="checkbox"/>
Judgement	<input type="checkbox"/>
Admin Order	<input type="checkbox"/>
Sequestration	<input type="checkbox"/>
Consent	<input type="checkbox"/>

Please provide details of your dispute:

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1.2 Criminal Check	<input type="checkbox"/>
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Kindly confirm the nature of the dispute:

I have no criminal conviction	<input type="checkbox"/>
Criminal conviction is incorrect	<input type="checkbox"/>
Criminal conviction has since been removed	<input type="checkbox"/>
Consent	<input type="checkbox"/>



Please provide details of your dispute:

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<b>1.3 Qualification Verification</b>	
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Kindly confirm the nature of the dispute:

<b>Matric verification</b>	
<b>Degree Verification</b>	
<b>Short course verification</b>	
<b>Consent</b>	

Details of the Qualification being disputed:

Qualification Name: \_\_\_\_\_

Year Awarded: \_\_\_\_\_

Educational institution: \_\_\_\_\_

Please provide details of your dispute:

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<b>1.4 Employment Reference</b>	
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Kindly confirm the nature of the dispute:

<b>Confirmed employment details</b>	
<b>Referee details</b>	
<b>Other</b>	
<b>Consent</b>	

Details of the Employment Reference being disputed:

Company Name: \_\_\_\_\_

Employment dates: \_\_\_\_\_

Please provide details of your dispute:

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**1.5. Other**

Please provide details of your dispute:

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**2. SUPPORTING DOCUMENTATION**

Please indicate what supporting documentation are attached by ticking the appropriate box below:

<b>ID</b>	
<b>Power of Attorney</b>	
<b>Qualification certificates</b>	
<b>Proof of payment</b>	
<b>Court order / order documents</b>	
<b>Copy of CV</b>	
<b>Other</b>	

**3. COMMUNICATION**

Please indicate as to how you want to be contacted on the outcome of the investigation:

<b>Email</b>	
<b>Phone</b>	

A signed Power of Attorney document and completed Dispute Form are to be submitted to [disputes@mie.co.za](mailto:disputes@mie.co.za) along with all supporting documentation. If supporting documentation is not attached, the consumer will be notified and requested to provide the information with **7 days** in order for dispute to be investigated, failing which the dispute will be closed.

In compliance with the National Credit Act 34 of 2005 [NCA], MIE commits to resolve your dispute within 20 business days. If you are dissatisfied with the outcome of this investigation, please contact the Credit Ombud for further assistance on 0861 66 2867 or [www.creditombud.org.za](http://www.creditombud.org.za) to lodge a complaint.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_