

ZÜRICH / HAMBURG · MAY 18, 2026

Complaint successfully resolved with the help of iust.ai

When an unjustified Schufa entry won't go away



Zurich/Hamburg, May 18, 2026 – Three years ago, an individual contested an unjustified claim and filed an objection. It wasn't until much later, when checking their current SCHUFA report, that the shock set in: the negative entry was still visible. The responsible authority cited expired deadlines, and the request for deletion was denied. Only after filing a complaint drafted with the help of iust.ai — the first AI-powered legal platform in Europe specifically developed for individuals and small businesses — was the case resolved in court, and the complaint was successful.

The online platform iust.ai offers easy-to-understand legal information around the clock for people without prior legal knowledge. Users describe their situation in everyday language, upload letters from collection agencies, government agencies, or employers, and within seconds receive an assessment based on the relevant state law — including specific steps to take, text templates for objections, and sample letters to creditors, landlords, or employers.

Currently, iust.ai covers key areas of German law relevant to everyday life, including civil law, tenancy and labor law, family and consumer law, administrative and traffic law, as well as criminal law. The platform automatically identifies which legal regulations are relevant in each individual case and continuously updates its content to reflect changes in the law and current case law.

Don't Leave the Law to Uncontrolled U.S. AIs

- Legal certainty must not depend on whether someone can navigate a jungle of legal provisions and opaque terms and conditions — and certainly not be based on unregulated U.S. AI systems that are tailored neither to our legal system nor to our data protection standards.

FRANK ESCHER · CHAIRMAN OF THE SUPERVISORY BOARD & CO-FOUNDER OF iust.ai



"We make legal knowledge accessible to everyone: Every citizen should be able to understand, by asking just a few clear questions, what rights they have, what deadlines are in effect, and how to formulate an effective objection or complaint — without having to study law first."

Data protection is a top priority: All inquiries and documents are transmitted encrypted and stored on secure servers in Germany. iust.ai complies with the requirements of the German Federal Data Protection Act (BDSG) as well as the European General Data Protection Regulation (GDPR). The disclosure of personal data to third parties is prohibited.

Getting started is easy: A free starter package allows users to ask several legal questions and have documents automatically analyzed within seven days. For more extensive use, affordable subscriptions are available for individuals and small businesses. In complex or legally high-risk cases, the platform explicitly notes that personal consultation with a lawyer remains necessary.

A New Phase of Digital Access to Justice

With iust.ai, a new phase of digital access to justice begins in Germany: an intelligent tool specializing in European and German law that empowers people to understand their rights, meet deadlines, and confidently take concrete steps — as in the case of the successfully enforced complaint against an unauthorized entry.

In this specific case in Switzerland — which is also possible in Germany — the matter involved debt collection proceedings against a private individual, against whom a legal objection was filed. After that, nothing happened for a long time — the creditor did not demand that the proceedings continue. Three years later, when a new debt collection report (SCHUFA report) was requested, a surprise emerged: The debt collection case was still visible in the report — albeit marked as "legal objection," but still listed. The original creditor had since gone bankrupt.

When asked, the office explained that they should have responded within three months; now it was too late. A written request with supporting arguments was also rejected again. That's when iust.ai stepped in. Using the available documents — the debt collection report (SCHUFA report) and the debt collection office's written rejection — a complaint outlining the facts and requests was drafted and filed with the court. The result: The complaint was granted, and the case impressively demonstrates just how helpful the intelligent legal tool iust.ai can be!

NOTE TO EDITORS

Documents related to this specific case are available upon request in anonymized form. FAQs and additional testimonials can be found at this link: <https://iust.ai/de-ch/presse>
Use the promo code MEDIA7IUSTAI032026 to test iust.ai in its entirety for seven days starting from your first login.

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