

Getting Credit – Credit Bureau Questionnaire

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Dear Contributor,

We would like to thank you for your participation in the *Doing Business* project. Your expertise in the field of credit reporting in «Survey_Economy» is essential to the success of the *Doing Business* report, one of the flagship publications of the World Bank Group that benchmarks business regulations in 190 economies worldwide. The credit information index measures the coverage, scope and accessibility of credit information available through credit bureaus and registries, and forms part of the Getting Credit indicator set—one of the 11 indicator sets published by the *Doing Business* report.

The report attracts much attention around the world. The latest edition, *Doing Business 2018: Reforming to Create Jobs*, was the 15th in a series of annual reports measuring the regulations that enhance business activity and those that constrain it. It received over 10,000 media citations within just a week of its publication on October 31, 2017. Within that same period the *Doing Business* website was viewed over a million times and the report was downloaded over 15,000 times. One hundred and nineteen economies implemented a total of 264 reforms easing the process of doing business. Europe and Central Asia continues to be the region with the highest share of economies reforming (79%) followed by South Asia and Sub-Saharan Africa.

Governments worldwide read the report with interest every year, and your contribution makes it possible for the *Doing Business* project to disseminate the best practices that continue to inspire their regulatory reform efforts. In 2016/17, 24 economies made changes that improved their credit reporting systems.

We are honored to be able to count on your expertise for *Doing Business 2019*. Please do the following in completing the questionnaire:

- Describe in detail any reform that has affected your credit bureau since June 1, 2017.
- **All questions marked by an asterisk (*) are required.**
- Be sure to update your name and address if necessary, so that we can mail you a complimentary copy of the report.
- Kindly return the questionnaire to Edgar Chavez (echavez@worldbank.org) and Julie Ryan (jryan@worldbank.org).

We thank you again for your invaluable contribution to the work of the World Bank Group.

Sincerely,

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1. REFORM UPDATE

1.1* Have there been any changes (in practice or in laws and regulations) that have affected your credit bureau since June 1, 2017, or are any such changes **expected to be adopted prior to May 1, 2018**?

Changes in the last year?	Please describe:
-Click to Select-	
If there has been a legal reform, please provide the name and date of the relevant law . If possible, please also provide a copy of the law or a link to the text of the law.	

1.2* Are you aware of any reforms (in practice or in laws and regulations) that would affect your credit bureau and that are **ongoing and expected to be adopted after May 1, 2018**?

Future reforms?	Please describe:
-Click to Select-	

1.3 Last year you mentioned that the following reform (or reforms) was planned. Please comment on whether the reform (or reforms) happened and, if not, whether it is still expected to happen.

Last year	Please comment:

2. DATA UPDATE

For your convenience, last year's answers are included in this questionnaire. Please update the data, describing in detail any changes to last year's data and indicating when the changes took effect.

In addition, we would be very grateful if you could provide us by e-mail with 2 complete standard samples of the credit report for individuals and firms.

2.1* Borrowers WITH credit references in the past 5 years

Please provide the number of individuals and firms listed in the bureau's database as of **January 1, 2018, with at least 1 positive or negative credit reference since January 2, 2013**, on repayment history, unpaid debts or credit outstanding (even if they currently have no outstanding loans, defaults, etc.) from both regulated (e.g., banks and financial institutions) and non-regulated entities (e.g., retailers, utility companies, trade creditors and microfinance institutions).

Please list the **number of firms and individuals, NOT the number of credit references**. *Example:* An individual who has 4 loans would be counted as 1 individual even if there are 4 credit references listed for that individual in the database.

	As of January 1, 2017	As of January 1, 2018
<i>Number of individuals</i>		
<i>Number of firms</i>		
<i>Total</i>		

2.2* Borrowers WITHOUT credit references in the past 5 years

Please provide the number of individuals and firms listed in the bureau's database, who had **no** borrowing history in the past 5 years, but for whom at least 1 lender requested a **credit report** from the bureau in the period between **January 2, 2017, and January 1, 2018**.

Please list the **number of firms and individuals, NOT the number of credit enquiries**. *Example:* An individual about whose credit history 3 lenders have enquired would be counted as 1 individual, even if there are 3 credit enquiries recorded in the database.

	January 2, 2016 – January 1, 2017	January 2, 2017 – January 1, 2018
<i>Number of individuals</i>		
<i>Number of firms</i>		
<i>Total</i>		

2.3 Please provide the **number of credit reports** issued by the bureau, including those issued online and via batch processing, in the period between January 2, 2017, and January 1, 2018.

	January 2, 2016 – January 1, 2017	January 2, 2017 – January 1, 2018
<i>On individuals</i>		
<i>On firms</i>		
<i>Total</i>		

2.4 If applicable, please provide the number of **enquiries for credit scores** provided by your bureau in the period between January 2, 2017, and January 1, 2018.

	January 2, 2016 – January 1, 2017	January 2, 2017 – January 1, 2018
<i>On individuals</i>		
<i>On firms</i>		
<i>Total</i>		

2.5 Please enter the date (month/year) of **establishment** of the bureau **and** the actual **start of operations**.

	Date (month/year)	Please update (if necessary)
<i>Establishment (when the bureau was legally registered)</i>		
<i>Start of operations (when the bureau started issuing credit reports)</i>		

2.6 Please describe the **ownership structure of the bureau**, including the percentage shares held by each type of owner (banks, international credit reporting agency, government, etc.).

Last year	This year

3. DATA COLLECTED AND DISTRIBUTED ON INDIVIDUALS

3.1* Are data on individuals or their loans either collected from or distributed to financial institutions? If not, please continue to **section 4**.

Last year	This year	Additional comment
	-Click to Select-	

3.2* Please provide information on the data collected and distributed on **individuals**.

	Collected		Distributed	
	Last year	This year	Last year	This year
<i>Name of borrower</i>		-Click to Select-		-Click to Select-
<i>Taxpayer identification number</i>		-Click to Select-		-Click to Select-
<i>National identification number</i>		-Click to Select-		-Click to Select-
<i>Income</i>		-Click to Select-		-Click to Select-
<i>Bankruptcies</i>		-Click to Select-		-Click to Select-

3.3* Please provide information on the data collected and distributed on the **loans of individuals**.

	Collected		Distributed	
	Last year	This year	Last year	This year
<i>Name of reporting institution</i>		-Click to Select-		-Click to Select-
<i>Type of loan</i>		-Click to Select-		-Click to Select-
<i>Interest rate of loan</i>		-Click to Select-		-Click to Select-
<i>Amount of periodic repayment obligations (installments)</i>		-Click to Select-		-Click to Select-
<i>Maturity of loan</i>		-Click to Select-		-Click to Select-
<i>Guarantees securing loan</i>		-Click to Select-		-Click to Select-
<i>Original amount of loan</i>		-Click to Select-		-Click to Select-
<i>Outstanding amount of loan</i>		-Click to Select-		-Click to Select-

3.4* Please provide information on the data collected and distributed on the **loan payments of individuals**.

	Collected		Distributed	
	Last year	This year	Last year	This year
<i>On-time payments</i>		-Click to Select-		-Click to Select-
*Historical pattern of repayments (loan status history for the previous months)	--	-Click to Select-	--	-Click to Select-
<i>Defaults or restructured debts</i>		-Click to Select-		-Click to Select-

<i>Number of defaults or restructured debts</i>		-Click to Select-		-Click to Select-
<i>Amount or value of defaults or restructured debts</i>		-Click to Select-		-Click to Select-
<i>Arrears or late payments</i>		-Click to Select-		-Click to Select-
<i>Number of arrears or late payments</i>		-Click to Select-		-Click to Select-
<i>Number of days loan is past due</i>		-Click to Select-		-Click to Select-
<i>Amount or value of arrears or late payments</i>		-Click to Select-		-Click to Select-

3.5 After how many days does your bureau report the late payment of an individual as an **arrears**?

Last year	This year

3.6 After how many days does your bureau report the late payment of an individual as a **default**?

Last year	This year

4. DATA COLLECTED AND DISTRIBUTED ON FIRMS

4.1* Are data on firms or their loans either collected from or distributed to financial institutions? If not, please continue to **section 5**.

Last year	This year	Additional comment
	-Click to Select-	

4.2* Please provide information on the data collected and distributed **on firms**.

	Collected		Distributed	
	Last year	This year	Last year	This year
<i>Name of firm</i>		-Click to Select-		-Click to Select-
<i>Taxpayer identification number</i>		-Click to Select-		-Click to Select-
<i>Business registration number</i>		-Click to Select-		-Click to Select-
<i>Name of owner(s) of the firm</i>		-Click to Select-		-Click to Select-
<i>Field of business activity</i>		-Click to Select-		-Click to Select-
<i>Assets and liabilities</i>		-Click to Select-		-Click to Select-
<i>Tax and income statement of the firm</i>		-Click to Select-		-Click to Select-
<i>Income and other personal financial information on the owner(s)</i>		-Click to Select-		-Click to Select-
<i>Utility payment records</i>		-Click to Select-		-Click to Select-
<i>Presence on bad check list</i>		-Click to Select-		-Click to Select-
<i>Receivership or liquidation</i>		-Click to Select-		-Click to Select-
<i>Court judgments</i>		-Click to Select-		-Click to Select-

4.3* Please provide information on the data collected and distributed **on the loans of firms**.

	Collected		Distributed	
	Last year	This year	Last year	This year
<i>Name of reporting institution</i>		-Click to Select-		-Click to Select-
<i>Type of loan</i>		-Click to Select-		-Click to Select-
<i>Interest rate of loan</i>		-Click to Select-		-Click to Select-
<i>Amount of periodic repayment obligations (installments)</i>		-Click to Select-		-Click to Select-
<i>Maturity of loan</i>		-Click to Select-		-Click to Select-
<i>Guarantees securing loan</i>		-Click to Select-		-Click to Select-
<i>Original amount of loan</i>		-Click to Select-		-Click to Select-
<i>Outstanding amount of loan</i>		-Click to Select-		-Click to Select-

4.4* Please provide information on the data collected and distributed **on the loan payments of firms**.

	Collected		Distributed	
	Last year	This year	Last year	This year
<i>On-time payments</i>		-Click to Select-		-Click to Select-
<i>*Historical pattern of repayments (loan status history for the previous months)</i>		-Click to Select-		-Click to Select-

<i>Defaults or restructured debts</i>		-Click to Select-		-Click to Select-
<i>Number of defaults or restructured debts</i>		-Click to Select-		-Click to Select-
<i>Amount or value of defaults or restructured debts</i>		-Click to Select-		-Click to Select-
<i>Arrears or late payments</i>		-Click to Select-		-Click to Select-
<i>Number of arrears or late payments</i>		-Click to Select-		-Click to Select-
<i>Number of days loan is past due</i>		-Click to Select-		-Click to Select-
<i>Amount or value of arrears or late payments</i>		-Click to Select-		-Click to Select-

4.5 After how many days does your bureau report the late payment of a firm as an **arrear**?

Last year	This year

4.6 After how many days does your bureau report the late payment of a firm as a **default**?

Last year	This year

5. DATA ON INSTITUTIONS SUBMITTING OR RETRIEVING INFORMATION

5.1* Which of the following institutions in your country submit information to the credit bureau or retrieve information from it (or both)? **Please indicate the number of institutions in each category (for example, if private commercial banks provide information, please provide the number of private commercial banks that participate).** If no institution from a category exchanges information with the bureau, please enter 0 for that category.

	Submit information		Retrieve information	
	Last year	This year	Last year	This year
<i>Private commercial banks</i>				
<i>Public commercial banks</i>				
<i>Public development banks</i>				
<i>Credit unions or cooperatives</i>				
<i>Microfinance institutions</i>				
<i>Finance corporations or leasing companies (firms financing the purchase of tangible assets)</i>				
<i>Credit card issuers</i>				
<i>Trade creditors (firms providing commercial credit to corporate clients, sometimes called supplier credit)</i>				
<i>Retailers and merchants (department stores, furniture stores, car dealers, etc.)</i>				
<i>Utility companies (providing telephone, electricity, water, gas or similar services)</i>				
<i>Other domestic credit registries or bureaus</i>				
<i>Courts</i>				
<i>Other public databases (such as collateral registry, company registry, etc.)</i>				
<i>Others? Please explain</i>				

5.2 Among the institutions listed in section 5.1, which ones **submit** information to the bureau voluntarily? Which ones are mandated to do so by law?

Last year	This year	Frequency of data updates (real-time, monthly, etc.)	
		Last year	This year
	-Click to Select-		
	Comments/exceptions:		

5.3 Among the institutions listed section in 5.1, which ones **retrieve** information from the bureau voluntarily before making a lending decision? Which ones are mandated to do so by law?

Last year	This year
	-Click to Select-
	Comments/exceptions:

5.4* Does the law require data providers to obtain the **consent of the borrower for providing credit data** to the bureau?

Response	Legal basis
-Click to Select-	

5.5* Does the law require data users to obtain the **consent of the borrower for accessing their credit report**?

Response	Legal basis
-Click to Select-	

5.6* Does the bureau collect data from other **alternative sources** that provide **non-financial and non-payment-related data** on potential borrowers to use in the assessment of their creditworthiness? Such alternative sources can include data on mobile device use, social network analysis, psychometric surveys, etc.

Response	If yes, what type of alternative sources?
-Click to Select-	

6. MINIMUM LOAN SIZE

6.1* What is the minimum loan size (in local currency) that is included in the database, if any? If your bureau has no minimum loan requirement, please enter "0".

Amount in local currency	Last year	This year	Additional comment

7. TYPE OF DATA DISTRIBUTED

7.1* What type of data from each source is distributed?

- **Positive data** include loan amounts or data indicating that a borrower has made on-time repayments.
- **Negative data** include late payments, non-payments and defaults.

	Positive data		Negative data	
	Last year	This year	Last year	This year
Data from financial institutions (commercial banks, development banks, etc.)		-Click to Select-		-Click to Select-
Data from utility companies (providing telephone, electricity, water, gas or similar services)		-Click to Select-		-Click to Select-
Data from retailers and merchants (department stores, furniture stores, car dealers, etc.)		-Click to Select-		-Click to Select-
Data from finance corporations or leasing companies (firms financing the purchase of tangible assets)		-Click to Select-		-Click to Select-
Data from trade creditors (firms providing commercial credit to corporate clients; supplier credit)		-Click to Select-		-Click to Select-
Data from microfinance institutions		-Click to Select-		-Click to Select-

7.2* For how long are historical data **preserved in the database** and **distributed in credit reports**? Please indicate whether there are different rules on distribution for different types of information (positive and negative).

	Last year	This year
Preserved in the bureau's database		
Available for distribution in the credit report		

7.3* If you collect information on defaults or restructured debts and on arrears or late payments, after how long is this information erased from the **credit report** (immediately, never or after a certain period of time)? Please indicate whether there are different rules on the deletion of different types of information from the credit report.

	If repaid		If never repaid	
	Last year	This year	Last year	This year
Defaults or restructured debts				

Arrears or late payments

8. CONSUMER RIGHTS

8.1* Is a borrower's right to inspect their own credit data guaranteed by **law or regulation**?

		If guaranteed , list the article and name of law		If not guaranteed , does your bureau in practice allow borrowers to inspect their own credit data?	
Last year	This year	Last year	This year	Last year	This year
	-Click to Select-				

8.2* What is the cost for borrowers to inspect their data in local currency?

	Last year	This year
Cost (in local currency)		

8.3 How can borrowers **request** their credit report?

Response	
<input type="checkbox"/> Online form. Please provide the website:	<input type="checkbox"/> By postal mail
<input type="checkbox"/> By email	<input type="checkbox"/> In person at the bureau's office
<input type="checkbox"/> By phone	<input type="checkbox"/> Other. Please explain:

8.4 Does your bureau provide a **sample credit report** on its website with explanations on its components to help borrowers understand their own report?

Response	If yes , please provide the website:
-Click to Select-	

8.5 Is there a formal mechanism for borrowers to **submit disputes or correct inaccuracies** regarding their information in their credit report?

Response	How can borrowers submit the dispute/claim?
-Click to Select-	<input type="checkbox"/> Online form. Please provide the website:
	<input type="checkbox"/> By email
	<input type="checkbox"/> By phone
	<input type="checkbox"/> By postal mail
	<input type="checkbox"/> In person at the bureau's office
	<input type="checkbox"/> Other. Please explain:
Legal basis:	
If yes , what is the time limit to provide a response?	

9. SERVICES

9.1* Do **banks and financial institutions** have **online access** to your bureau's data (through a web interface, system-to-system connection or both)?

		If yes , please provide the website address or explain your system.		If not , what is the most common means to access data?	
Last year	This year	Last year	This year	Last year	This year
	-Click to Select-				

9.2* Does your credit bureau provide **credit scores** as a value-added service to banks and financial institutions? A credit score is a number assigned to a **borrower** based on the borrower's ability and capacity to repay debt. Credit scores are developed on the basis of the credit bureau's data, and include information pooled across many creditors and possibly some public information sources.

		If yes , when did your bureau start providing the service? (month/year)	
Last year	This year	Last year	This year
	-Click to Select-		

9.3 If the bureau offers credit scores, does its website include **explanations on how to interpret a credit score** and what elements can affect a borrower's score?

This year	If yes , please provide the link:
-Click to Select-	

9.4 Does the bureau offer a fraud **alert service** to help borrowers monitor changes in their credit records and reduce the risk of fraud?

This year	Comments/details:
-Click to Select-	

9.5 Does the bureau offer the service of **security freeze** for borrowers who suspect they may be victims of identity theft? A security freeze is understood to be a service that allows borrowers to stop their credit information from being shared with lenders without their consent.

This year	Comments/details:
-Click to Select-	

10. REGULATORY FRAMEWORK

10.1 Please list the names of the **laws and regulations governing the operation of your credit bureau**. Previous responses are for reference only and may not reflect the latest updates to the legal framework in recent years.

	Previous responses	This year
<i>Credit bureau or credit reporting law</i>		
<i>Central bank law or regulation</i>		
<i>Banking Law</i>		
<i>Data protection or privacy law</i>		
<i>Consumer protection law</i>		
<i>Code of conduct</i>		
<i>Others? Please describe:</i>		

10.2 When **changes to the credit reporting system** (new services offered by the bureau/registry or new regulations) are introduced, how are they **communicated to the general public**?

Response	
<input type="checkbox"/> Official gazette	<input type="checkbox"/> Social media (Facebook, Twitter, etc.)
<input type="checkbox"/> Bureau's website	<input type="checkbox"/> Postal mail
<input type="checkbox"/> Dissemination campaign in media (TV, radio, newspapers, etc.)	<input type="checkbox"/> Other. Please explain:
	<input type="checkbox"/> Changes are not communicated

10.3 When **changes affecting the operations of your bureau** (new services, sources of data, regulations, etc.) are introduced, how are they **communicated to the bureau staff**?

Response	
<input type="checkbox"/> Training or workshops	<input type="checkbox"/> Internal communication channels (email, memos)
<input type="checkbox"/> Bureau's website	<input type="checkbox"/> Other. Please explain:
<input type="checkbox"/> Newsletters	<input type="checkbox"/> Changes are not communicated

10.4 What percentage of the bureau's budget (if any) is allocated for **training and education of staff**? (in % points)

Response	Comments/details:

10.5 Do credit bureaus need to obtain an **official license** before starting operations?

Last year	This year
	-Click to Select-

10.6 Is your credit bureau subject to supervision by a **regulatory agency**?

If yes, please specify the name of the agency (Central Bank, Superintendence, Data Protection Agency, etc.)			
Last year	This year	Last year	This year
	-Click to Select-		

10.7 Is your credit bureau mandated by law to have a **compliance committee**?

Last year	This year
	-Click to Select-

10.8 Please list any other credit bureaus or registries operating in your country.

Last year	This year

Thank you very much for completing the Getting Credit – Credit Information questionnaire!

We sincerely appreciate your contribution to the *Doing Business* project.

The results will appear in *Doing Business 2019* and on our website: www.doingbusiness.org.

Your work will be gratefully acknowledged in both, if you wish.