

Getting Credit – Private Credit Bureau Survey – Economy

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Dear Contributor,

We would like to thank you for your cooperation with the *Doing Business* project. Your contribution and expertise are essential to the success of the *Doing Business* report, an annual publication of the World Bank and the IFC that benchmarks business regulation in 183 economies worldwide.

Doing Business 2010: Reforming through Difficult Times was launched on September 9, 2009. This year's report received a record number of 2,517 media citations within one month of publication, including coverage from all major global, regional and local media outlets including TV, print, broadcast and web.

The positive feedback from governments around the world who are using the *Doing Business* reports as an input for policy debate about regulatory reform is only possible thanks to the generous contribution of over 8,000 experts like you, in 183 economies.

Since its inception in 2004, *Doing Business* has informed 270 reforms around the world, making it easier for small and medium sized entrepreneurs to do business. In 2008/09, 27 economies made it easier to get credit. Last year, improving the regulatory framework related to credit information sharing was one of the most popular reforms.

For further information about the report, please visit our website on www.doingbusiness.org. We also invite you to read our quarterly newsletter for updates on the growing global network of *Doing Business* contributors around the world.

For *Doing Business 2011*, we are honored to be able to count on your expertise:

- Please review and update last year's information on the private credit bureau
- Please describe in detail if there have been any new administrative or legal reforms since June 2009 affecting the private credit bureau in your country.

We would appreciate if you could return the completed survey by February 9, 2010 to sender's email. Please make sure to complete your name and address, so we can mail you a complimentary copy of the report.

If you have any questions, do not hesitate to contact us. Thank you again for your invaluable contribution to the World Bank's work.

Sincerely,



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Primary Contributor Information

All information will be published. Please **check** the information you **do not** want us to **publish**. We do not publish mobile phone numbers.

Do not publish	Name		
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Additional Contributors' Information

Name	Occupation	Email	Phone	Address, if different than above
[title] [first name] [last name]	[firm] [position] [profession]	[]	[street] [state/province] [city/country]
[title] [first name] [last name]	[firm] [position] [profession]	[]	[street] [state/province] [city/country]
[title] [first name] [last name]	[firm] [position] [profession]	[]	[street] [state/province] [city/country]

Reform update

1. What reforms have affected your credit bureau since June 1, 2009?	
2.1 Last year, you mentioned the following reform was planned :	
2.2 Please comment on whether the above mentioned reform(s) happened and if not, if they are still expected to happen.	
3. Have any new laws or regulations been introduced since June 2009 which impacts the credit information industry? If so, please name and describe the laws or regulations and the date at which they were passed.	
4. 1 Last year, you mentioned the following new laws were under development:	
4.2 Please comment on whether the above mentioned new law was enacted and if so, when it was passed.	
5. What new areas are you considering expanding to in the future?	
6. Are you aware of any legal or administrative reforms planned for the year 2010 which would affect the credit information industry by June 1st 2010?	
7. Are any new laws currently under development in your country that can affect the credit bureau? Examples of laws are: Special credit bureau law, Central bank law, Banking law, Data protection law, Code of conduct	
Please list the actual name and expected date of enactment.	

Data update

For your convenience, last year's answers are included in this survey. Please update the data, and describe in detail any change to the data and indicate since when the change took effect. We ask you to specify if the data were erroneous ("correction"), or if the change resulted from a modification in practice or by law which occurred after June 1, 2009 ("reform").

	Last year	This year
6.1 Date of establishment.		
Legal establishment (when the bureau was legally registered)		
Actual start of operations (when the bureau started issuing reports)		
<p>6.2 Number of individuals and firms listed in the bureau's database as of January 1, 2010 with at least 1 credit reference in the last 5 years on repayment history, unpaid debts, or credit outstanding (even if they currently have no outstanding loans, defaults, etc.).</p> <p>Please list the number of firms and individuals and NOT the quantity of credit references. <i>Example:</i> 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.</p>		
Number of individuals		
Number of firms		
Total		
6.3 Number of credit reports issued by the bureau in the period January 1st 2009 to Dec 31st 2009		
On individuals		
On firms		
Total		
Comments (data not available, access unlimited, etc):		
6.4 Please provide the total value of loans with outstanding balances that are up to date with their payments as of January 1, 2010.		
Amount for individuals		
Amount for firms		
Total amount		
Currency:		
6.5 Please list the total value of credit listed in the bureau as of January 1, 2010.		
Total amount		
Currency:		
6.6 Please describe the structure and the % share of ownership of the bureau (banks, international credit reporting agency, government ...).		
7.1 What type of data is collected and distributed by your credit bureau on lending to individuals?		
a. No data on individuals or their loans, go to question 7.2		

Last year

This year

If data exists, does it include the following?	Collected	Distributed	Collected	Distributed
b. Data on individuals				
Name of borrower				
Address				
Taxpayer identification number				
National identification number				
Borrower's ownership of a business				
Tax statements				
Income and other personal financial information				
Utility payment records				
Presence on bad check list				
Bankruptcies				
Court judgments				
Credit enquiries from other lenders				
Gender				
Biometric data				
Other demographic and miscellaneous information (Employment status, marital status, age, etc.)				
c. Data on loans of individuals				
Name of reporting institution				
Type of loan				
Interest rate of loan				
Maturity of loan				
Type of collateral securing the loan				
Value of collateral securing the loan				
Guarantees securing the loan				
Original amount of the loan: always				
Original amount of the loan: only after a default/late payment				
Outstanding amount of the loan: always				
Outstanding amount of the loan: only after a default/late payment				
Amount of periodic repayment obligations (installments)				
Information is disaggregated by credit reference. Please specify the criteria (customer, bank, type of loan, etc...):				
d. Data on loan payments of individuals				
On-time payments				

	Last year		This year	
Defaults/cancelled debts				
Number of defaults/cancelled debts				
Most common time used to list a credit as default (cancel a debt)	days	days	days	days
Arrears/late payments				
Number of arrears/missed payments				
Number of days loan is past due				
Please provide the most commonly used times to define late payments (if many, please specify the most commonly used by banks)	Shortest	Longest	Shortest	Longest
	days	days	days	days
7.2 What type of data is collected and distributed by your credit bureau on lending to <u>firms</u>?				
a. No data on firms or their loans, go to question 8				
If data exists, does it include the following?	Collected	Distributed	Collected	Distributed
b. Data on firms				
Name of firm				
Address of firm				
Taxpayer identification number				
Business registration number				
Name of owner(s) of the firm				
Field of business activity				
Assets and liabilities				
Tax and income statement of the firm				
Income and other personal financial information on the owner(s)				
Utility payment records				
Presence on bad check list				
Bankruptcies				
Court judgments				
Credit enquiries from other lenders				
Other demographic and miscellaneous information				
c. Data on loans of firms				
Name of reporting institution				
Type of loan				
Interest rate of loan				
Maturity of loan				
Type of collateral securing the loan				
Value of collateral securing the loan				

	Last year		This year	
Guarantees securing the loan				
Original amount of the loan: always				
Original amount of the loan: Only after a default/late payment				
Outstanding amount of the loan: always				
Outstanding amount of the loan: Only after a default/late payment?				
Amount of periodic repayment obligations (installments)				
Information is disaggregated by credit reference. Please specify the criteria (customer, bank, type of loan, etc...):				
d. Data on payments of firms	Collected	Distributed	Collected	Distributed
On-time payments				
Defaults/cancelled debts				
Number of defaults/cancelled debts				
Most common time used to list a credit as default (cancel a debt)	days	days	days	days
Arrears/late payments				
Number of arrears				
Number of days loan is past due				
Please provide the most commonly used times to define late payments (if many, please specify at least the one used by banks)	Shortest	Longest	Shortest	Longest
	days	days	days	days
8. Which of the following institutions in your country that provide and/or retrieve information to/from the private credit bureau? Please list the number of members of each category (for example, if private commercial banks provide information, please provide the <u>number</u> of banks that participate).				
	Provide information	Retrieve information	Provide information	Retrieve information
Private commercial banks				
Public commercial banks				
Public development banks				
Credit unions/cooperatives				
Finance corporations/leasing				
Credit card issuers				
Trade creditors (firms providing commercial credit to corporate clients, sometimes called supplier credit)				
Retailers and merchants (like Wal-Mart, Carrefour,...)				
Please list the type of retailers providing information (department stores, furniture stores, wholesalers, etc...)				
Utilities providers				

Last year

This year

Please list the type of utilities providing information (telephone, electricity, water, gas, etc...)				
Other credit registries/bureaus (including publicly or privately owned registries)				
Microfinance institutions (MFI)				
Please specify the criteria, if any, used in your country to define microfinance loans (like loans used for production and not consumption, size of loan, group lending)				
Employers (for job verifications or other)				
Courts				
Statistical agencies				
Other? Please explain.				
9. What is the minimum loan size for inclusion in the database, if any?			Amount	Currency
Additional comments:				
10. Type of data distributed	Positive	Negative	Positive	Negative
<ul style="list-style-type: none"> - Positive data includes loan amount, or data indicating that a borrower has made on-time repayments. - Negative data includes late payments, non-payments, delinquencies and defaults. 				
Data from financial institutions				
Data from utility companies (like telephone, electricity, etc...)				
Data from retailers				
Data from microfinance institutions				
Additional comments:				
11.1 For how long is historical data preserved/made available for distribution? Please indicate if there are different rules on distribution for different types of information.				
Preserved				
Available for distribution				
11.2 Did you receive historical credit information from data providers when you started operating?				
12. If you collect information on defaults/cancelled debts and arrears/ late payments, after how long are they erased from the database (immediately, never, or after X number of years)? Please indicate if there are different rules on deletion for different types of information.				
	If repaid	If never repaid	If repaid	If never repaid
Defaults/cancelled debts				
Arrears/late payments				
Additional Comments:				
13. Can borrowers inspect their data?				
If guaranteed by law, please list the article and the name of the law.				

	Last year	This year
What is the cost for borrowers to inspect their data?		Amount Currency
If a borrower did not agree with the data, what is the process for disputing and correcting the data?		
14. How is the data distributed to financial institutions? (Mark all that apply)		
Via internet		
Via modems or dedicated phone lines		
Via computer disks, CDs or other data storage devices		
Via telephone consultations		
Via facsimile		
In person		
Via written paper documents		
Additional comments:		
15. Additional services offered by the bureau:		
Credit score based on the bureau's data and available to all members		
When did you start providing credit scoring?		month year
Did you change your credit scoring method as a result of the financial crisis?		
Fraud detection		
Debt collection		
Marketing services		
Financial literacy programs		
Other, please describe:		

Research on legal framework

16. Please confirm the laws and regulations affecting the operation of your bureau?		
Special credit bureau law		
Central bank law/regulation		
Banking law		
Data Protection/privacy law		
Code of conduct		
Please list the missing names of laws, if applicable:		
17.1 Do the banking secrecy laws (or provisions) <u>prohibit</u> financial institutions to share credit information with:		
... private credit bureaus?		
... private firms outside the banking sector?		
17.2 Do the banking secrecy laws (or provisions) <u>allow</u> sharing credit information with private firms outside the banking sector when the borrower authorizes it?		
Comments		

Last year

This year

18.1 Are there any laws or regulations that prohibit transferring credit data out of the country?		
If yes, please specify the name and dates of law(s)/legislation		
18.2 Does the law allow for transferring data out of the country under certain conditions?		
Please specify conditions and list the name of the law.		
19. Are banks and financial institutions required by law or regulation to provide credit data to the <u>private</u> credit bureau?		
20.1 Is it required by law or regulation that <u>financial</u> institutions (like banks) consult the private credit bureau before extending a loan?		
20.2 Is it required by law or regulation that <u>non-financial</u> institutions consult the private credit bureau before extending a loan?		
21. Is it guaranteed by law or regulation that borrower can access the list of parties who requested the borrower's information?		
If guaranteed by law, please list the name of the law.		
22.1 Who is liable for errors in data distributed by the credit bureau? (Examples: credit bureau, bank, regulator)		
22.2 What are the penalties for distributing erroneous data?		
22.3 Who is responsible for <u>correcting</u> erroneous data?		
22.4 What is the current procedure to solve data disputes? Please describe it.		
23.1 Is the private credit bureau subject to supervision by a government institution/regulatory agency?		
23.2 If yes, please specify the full name of the supervisory agency (Central Bank, Superintendence, Data Protection Agency ...). Specify all that apply.		
23.3 Does the bureau have to obtain a license in order to operate?		
23.4 If so, who issues the license?		

Last year

This year

24. Does the law require the consent of the borrower for processing of their credit data before submission to the bureau or release by the bureau?	Submission	Release	Submission	Release
Borrower's consent is NOT required				
Borrower's consent before every interaction is required				
Single consent for all future processing of data				
Additional comments				
25. Please list any other credit bureaus or registries operating in your country				

Thank you for completing the survey.

We appreciate your contribution to the Doing Business project.
The results will appear in *Doing Business 2011* and on our website:
<http://www.doingbusiness.org>.

Your work will be gratefully acknowledged in both.