

Getting Credit - Public Credit Registry Questionnaire

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Dear Respondent,

We would like to thank you for your participation in the *Doing Business* project. Your expertise in credit reporting systems is essential to the success of the *Doing Business* report, an annual publication of the World Bank and IFC that benchmarks business regulations in 189 economies worldwide. The indicator on credit information 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 2014: Understanding Regulations for Small and Medium-Size Enterprises*, received nearly 6,000 media citations within two weeks of its publication on October 29, 2013. The coverage spanned major global, regional and local media outlets, from print and broadcast to the web. The *Doing Business* website had more than half a million page views in just the first 10 days after the report's launch.

Governments worldwide read the report with interest every year, and your contribution makes it possible for the *Doing Business* project to disseminate the regulatory best practices that continue to inspire their regulatory reform efforts. Since its inception in 2003, *Doing Business* has recorded more than 2,100 reforms around the world, making it easier for small and medium-size firms to do business.

We are honored to be able to count on your expertise for *Doing Business 2015*. Please do the following in completing the questionnaire:

- Describe in detail any reform that has affected your credit registry since June 1, 2013.
- Be sure to update your name and address if necessary, so that we can mail you a complimentary copy of the report.
- Please kindly return the survey to Charlotte Nan Jiang (njiang1@worldbank.org) or Catrice Christ (cchrist@worldbank.org).

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

Best regards,

A handwritten signature in black ink, appearing to read 'Charlotte'.

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Please e-mail me an electronic copy of the report and my certificate of appreciation, rather than mailing me a paper copy.

Referrals: Please help us expand our list of contributors by referring us to other experts in the private or public sector (lawyers, notaries, public officials or any expert on this field) who can respond to the questionnaire.

First name	Last name	Position	Firm	Address	Phone	E-mail
[]	[]	[]	[]	[]	[]	[]
[]	[]	[]	[]	[]	[]	[]

1. Reform Update

1.1 Have there been any changes (in practice or in laws and regulations) that have affected your credit registry since **June 1, 2013**, or any such changes that are **expected to be adopted prior to June 1, 2014**?

	Please describe
-Click to Select-	

1.1 (a) 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 registry and that are **ongoing and expected to be adopted after June 1, 2014**?

	Please describe
-Click to Select-	

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

Last year	Please comment

1.4 Have there been any changes (in practice or in laws and regulations) that have affected your credit registry **in the past 5 years**?

	Please describe
-Click to Select-	

2. Data Update

For your convenience, last year's answers are included in this questionnaire. Please update the data, describing in detail any change to last year's data and indicating when the change 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 Please provide the number of individuals and firms listed in the registry's database as of January 1, 2014, **with at least 1 positive or negative credit reference since January 1, 2009**, on repayment history, unpaid debts or credit outstanding (even if they currently have no outstanding loans, defaults, etc.).

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, 2013	As of January 1, 2014
Number of individuals		
Number of firms		
Total		

2.2 Among the individuals and firms listed in section 2.1, how many reside in rural areas?

	As of January 1, 2013	As of January 1, 2014
Individuals in rural areas		
Firms in rural areas		
Total		

2.3 Please provide the number of credit reports issued by the registry in the period from January 1, 2013, to December 31, 2013.

	January – December, 2012	January – December, 2013
On individuals		
On firms		
Total		
Additional comment (data not available, access unlimited, etc.)		

2.4 If applicable, please provide the number of enquiries for credit scores provided by your registry in the period from January 1, 2009, to January 1, 2014.

	January 2008–January 2013	January 2009–January 2014
On individuals		
On firms		
Total		

3. Data Collected or 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
Name of borrower		-Click to Select-		-Click to Select-
Taxpayer identification number		-Click to Select-		-Click to Select-
National identification number		-Click to Select-		-Click to Select-
Income		-Click to Select-		-Click to Select-
Bankruptcies		-Click to Select-		-Click to Select-

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

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

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

	Collected		Distributed	
	Last year	This year	Last year	This year
On-time payments		-Click to Select-		-Click to Select-
Defaults or restructured debts		-Click to Select-		-Click to Select-
Number of defaults or restructured debts		-Click to Select-		-Click to Select-
Amount or value of defaults or restructured debts		-Click to Select-		-Click to Select-
Arrears or late payments		-Click to Select-		-Click to Select-
Number of arrears or late payments		-Click to Select-		-Click to Select-
Number of days loan is past due		-Click to Select-		-Click to Select-
Amount or value of arrears or late payments		-Click to Select-		-Click to Select-

3.5 After how many days does your registry report a late payment of individuals as an **arrears**?

Last year	This year

3.6 After how many days does your registry report a late payment of individuals as a **default**?

Last year	This year

4. Data Collected or 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
Name of firm		-Click to Select-		-Click to Select-
Taxpayer identification number		-Click to Select-		-Click to Select-
Business registration number		-Click to Select-		-Click to Select-
Tax and income statement of the firm		-Click to Select-		-Click to Select-
Receivership or liquidation		-Click to Select-		-Click to Select-

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

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

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

	Collected		Distributed	
	Last year	This year	Last year	This year
On-time payments		-Click to Select-		-Click to Select-
Defaults or restructured debts		-Click to Select-		-Click to Select-
Number of defaults or restructured debts		-Click to Select-		-Click to Select-
Amount or value of defaults or restructured debts		-Click to Select-		-Click to Select-
Arrears or late payments		-Click to Select-		-Click to Select-
Number of arrears or late payments		-Click to Select-		-Click to Select-
Number of days loan is past due		-Click to Select-		-Click to Select-
Amount or value of arrears or late payments		-Click to Select-		-Click to Select-

4.5 After how many days does your registry report a late payment of firms as an **arrears**?

Last year	This year

4.6 After how many days does your registry report a late payment of firms as a **default**?

Last year	This year

5. Data on Institutions Providing or Retrieving Information

5.1 Which of the following institutions in your country provide information to the credit registry or retrieve information from it (or both)? **Please list 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).**

	Provide information		Retrieve information	
	Last year	This year	Last year	This year
Private commercial banks				
Public commercial banks				
Public development banks				
Credit unions or cooperatives				
Microfinance institutions				
Finance corporations or leasing companies				
Credit card issuers				
Trade creditors (firms providing commercial credit to corporate clients, sometimes called supplier credit)				
Retailers and merchants (department stores, furniture stores, car dealers, etc.)				
Utility companies (providing telephone, electricity, water, gas or similar services)				
Other domestic credit registries or bureaus				
Courts				
Others? Please explain				

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

		Please specify the frequency of data updates (real-time, monthly, etc.)	
Last year	This year	Last year	This year

5.3 Among the institutions listed in section 5.1, which ones **retrieve** information from the registry voluntarily? Which ones are mandated to do so by law?

Last year	This year

6. Minimum Loan Size

6.1 What is the minimum size for a loan to be included in the database, if any?

	Last year	This year	Additional comment
Amount			
Currency			

7. Type of Data Distributed

7.1 What type of data from each source are distributed?

- **Positive data** include loan amount 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		-Click to Select-		-Click to Select-
Data from utility companies (telephone, electricity, etc.)		-Click to Select-		-Click to Select-
Data from retailers		-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 registry's database		
Available for distribution		

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 database (immediately, never or after a certain number of years)? Please indicate whether there are different rules on the deletion of different types of information.

	If repaid		If never repaid	
	Last year	This year	Last year	This year
Defaults or restructured debts				
Arrears or late payments				

7.4 Is borrowers' 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 credit registry 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-				

7.5 Is your credit registry required by law to provide a credit report to borrowers free of charge at least once a year?

		If credit reports are not provided for free , what is the cost for borrowers to inspect their data? (amount/currency)	
Last year	This year	Last year	This year
	-Click to Select-		

8. Legal framework

8.1 Please list the names of the laws and regulations governing the operation of your credit registry.

	Last year	This year
Special credit registry law		
Central bank law or regulation		
Banking law		
Data protection or privacy law		
Code of conduct		
Consumer protection law		
Others? Please describe		

8.2 Do any of the laws and regulations mentioned in section 8.1 clearly define the following features?

			If yes, please provide the name of the law.	
	Last year	This year	Last year	This year
Rights and obligations of the credit registry		-Click to Select-		

Rights and obligations of data providers		-Click to Select-		
Rights and obligations of users		-Click to Select-		
Rights of data subjects		-Click to Select-		
Kinds of data that can be collected		-Click to Select-		
Permissible purposes for data sharing		-Click to Select-		
Data retention periods		-Click to Select-		
Security measures		-Click to Select-		
Rules or processes for resolving disputes		-Click to Select-		

9. Services

9.1 Can banks and financial institutions access your registry's data by internet (through an online platform or system-to-system connection)?

		If yes, please provide the website address or explain your system.		If no, 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 registry provide credit scores based on the registry's data to all member banks and financial institutions?

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

10. Research

10.1 Does the registry have access to other public databases (such as the collateral registry, the company registry, etc.)?

		If yes, are data from such databases included in the registry's credit reports?	
Last year	This year	Last year	This year
	-Click to Select-		-Click to Select-

10.2 Does the credit registry obtain data from or exchange data with credit reporting agencies outside the home country (cross-border data transfer)?

		If yes, please provide the name of the foreign credit reporting agency and its country of operation.		If applicable, what is the name of the cooperation or coordination agreement or framework for the cross-border data transfer?	
Last year	This year	Last year	This year	Last year	This year
	-Click to Select-				

10.3 Is the credit registry 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-		

10.4 Is the credit registry mandated by law to have a compliance committee?

Last year	This year
	-Click to Select-

10.5 Please list any other credit registry or bureaus 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 2015* and on our website: www.doingbusiness.org.

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