

Getting Credit – Credit Bureau Questionnaire

www.doingbusiness.org

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 your 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 2019: Training for Reform*, was the 16th in a series of annual reports measuring the regulations that enhance business activity and those that constrain it. It received over 12,000 media citations within just a week of its publication on October 31, 2018. Within that same period the *Doing Business 2019* report was mentioned in online articles or social media posts over 120,000 times. One hundred and twenty-eight economies implemented a total of 314 reforms easing the process of doing business. Europe and Central Asia and Sub-Saharan Africa continue to be the regions with the highest share of economies reforming (83%) followed by the Middle East and North 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 2017/18, 19 economies made changes that improved their credit reporting systems.

We are honored to be able to count on your expertise for *Doing Business 2020*. Please do the following in completing the questionnaire:

- Describe in detail any reform that has affected your credit bureau since **May 2, 2018**.
- **All questions marked by an asterisk (*) are required.**
- Be sure to update your name and address if necessary.
- Kindly return the questionnaire to dbcrcedit@worldbank.org.

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

Sincerely,

Edgar Chavez
Tel: +1 (202) 473-3217
E-mail: echavez@worldbank.org

Julie Ryan
Tel: +1 (202) 473-6369
E-mail: jryan@worldbank.org

Elodie Bataille
Tel: +1 (202) 473-0459
E-mail: ebataille@worldbank.org

- For your convenience, last year's answers are included in this questionnaire where applicable.
- **In addition, we would be very grateful if you could provide us with 2 complete standard samples of the credit report for individuals and firms by email (dbcrcdit@worldbank.org).**

1. REFORM UPDATE

1.1* Have there been any changes (in practice or in laws and regulations) that have affected your credit bureau since **May 2, 2018**, or are any such changes **expected to be adopted prior to May 1, 2019**?

| 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, 2019**?

| 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

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, 2019**, with at least 1 positive or negative credit reference since **January 2, 2014**, on repayment history¹ from both regulated and non-regulated entities². Please list the **number of firms and individuals, NOT the number of credit references**.³

| | As of January 1, 2018 | As of January 1, 2019 |
|------------------------------|-----------------------|-----------------------|
| <i>Number of individuals</i> | | |
| <i>Number of firms</i> | | |
| <i>Total</i> | | |

2.2* Borrowers WITHOUT credit references

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, 2018**, and **January 1, 2019**. Please list the **number of firms and individuals, NOT the number of credit inquiries**.⁴

| | January 2, 2017 – January 1, 2018 | January 2, 2018 – January 1, 2019 |
|------------------------------|-----------------------------------|-----------------------------------|
| <i>Number of individuals</i> | | |
| <i>Number of firms</i> | | |
| <i>Total</i> | | |

¹ Includes unpaid debts or outstanding credit (even if they currently have no outstanding loans, defaults, etc.)

² Regulated entities include banks and financial institutions. Non-regulated entities include: retailers, utility companies, trade creditors and microfinance institutions.

³ For example, an individual who has 4 loans would be counted as 1 individual even if there are 4 credit references listed for her in the database.

⁴ For example, an individual about whose credit history 3 lenders have inquired would be counted as 1 individual, even if there are 3 credit inquiries recorded in the database.

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, 2018, and January 1, 2019.

| | January 2, 2017 – January 1, 2018 | January 2, 2018 – January 1, 2019 |
|-----------------------|-----------------------------------|-----------------------------------|
| <i>On individuals</i> | | |
| <i>On firms</i> | | |
| <i>Total</i> | | |

2.4 If applicable, please provide the number of **inquiries for credit scores** provided by your bureau in the period between January 2, 2018, and January 1, 2019.

| | January 2, 2017 – January 1, 2018 | January 2, 2018 – January 1, 2019 |
|-----------------------|-----------------------------------|-----------------------------------|
| <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) | 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?

| Last year | This year | Additional comment |
|-----------|-------------------|--------------------|
| | -Click to Select- | |

3.2* 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* 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 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* 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- |
| <i>Historical pattern of repayments</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 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 **define** the late payments of individuals as each of the following?

| | Last year | This year |
|-----------------|-----------|-----------|
| <i>Arrears</i> | | |
| <i>Defaults</i> | | |

4. DATA COLLECTED AND DISTRIBUTED ON FIRMS

4.1* Are data on firms or their loans either collected from or distributed to financial institutions?

| Last year | This year | Additional comment |
|-----------|-------------------|--------------------|
| | -Click to Select- | |

4.2* 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* 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 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* 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</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 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 **define** the late payments of firms as each of the following?

| | Last year | This year |
|----------|-----------|-----------|
| Arrears | | |
| Defaults | | |

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, provide the number of private commercial banks that participate).**

| | Submit 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 (firms financing the purchase of tangible assets) | | | | |
| 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 | | | | |
| Other public databases (such as collateral registry, company registry, etc.) | | | | |
| Others? Please explain | | | | |

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 in section 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* **Consent requirements** for data providers and data users

| | Last year | This year | Legal basis |
|--|-----------|-------------------|-------------|
| Data providers must obtain consent of borrowers to provide their data to the bureau | | -Click to Select- | |
| Data users must obtain consent of borrowers to access their credit report | | -Click to Select- | |

5.5* Does the bureau collect data from other **alternative sources** that provide **untraditional data** on potential borrowers to use in the assessment of their creditworthiness? **This includes any data that are not related to a consumer's traditional credit behavior.**

| | Response | Comment/details |
|----------------------------|-------------------|-----------------|
| Mobile phone behavior data | -Click to Select- | |

| | | |
|---------------------------------|-------------------|--|
| Home rental payment information | -Click to Select- | |
| Social network data | -Click to Select- | |
| Psychometric surveys | -Click to Select- | |
| Remittances | -Click to Select- | |
| Peer-to-peer lending data | -Click to Select- | |
| E-commerce data | -Click to Select- | |
| Other, please explain: | -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".

| | Last year | This year | Additional comment |
|--------------------------|-----------|-----------|--------------------|
| Amount in local currency | | | |

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 ⁵ | | -Click to Select- | | -Click to Select- |
| Data from utility companies ⁶ | | -Click to Select- | | -Click to Select- |
| Data from retailers and merchants ⁷ | | -Click to Select- | | -Click to Select- |
| Data from finance corporations or leasing companies ⁸ | | -Click to Select- | | -Click to Select- |
| Data from trade creditors ⁹ | | -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- | | | | |

⁵ Financial institutions include: commercial banks, development banks, etc.

⁶ Utility companies include: telecommunications, electricity, water, gas or similar services.

⁷ Retailers and merchants include: department stores, furniture stores, car dealers, etc.

⁸ Finance corporations or leasing companies refers to firms financing the purchase of tangible assets.

⁹ Trade creditors refers to firms providing commercial credit to corporate clients; supplier credit.

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?

| Last year | This year |
|-----------|--|
| | <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"/> From the lending institution <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 credit report?

| Last year | This year | 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 the information in their credit report?

| Last year | This year | If yes, what is the time limit to provide a response? | |
|-----------|-------------------|---|-----------|
| | | Last year | This year |
| | -Click to Select- | | |
| | Legal basis: | | |

If yes, how can borrowers submit the dispute or claim?

| Last year | This year |
|-----------|--|
| | <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"/> Through the lending institution <input type="checkbox"/> Other. Please explain: |

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)?

| Last year | This year | 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 |
| | -Click to Select- | | | | |

***On what date did online access become available? Please indicate the approximate date (month/year).** If it has been available since the start of operations of your bureau please confirm so.

9.2* Does your credit bureau provide **credit scores** as a value-added service to banks and financial institutions?¹⁰

| Last year | This year |
|-----------|-------------------|
| | -Click to Select- |

*** If yes, when did your bureau start providing the credit scoring service? (month/year)**

| Last year | This year |
|-----------|-----------|
| | |

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?

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

¹⁰ 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.

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

| Last year | This year | Comments/details: |
|-----------|-------------------|-------------------|
| | -Click to Select- | |

9.4 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.

| Last year | This year | Comments/details: |
|-----------|-------------------|-------------------|
| | -Click to Select- | |

10. RESEARCH AND REGULATORY FRAMEWORK

Research questions on Blockchain technology

When responding to the questions below, please consider the following definitions:

- **Blockchain** – a distributed ledger technology managed by a peer-to-peer network of users that collectively adhere to a specific protocol for transactions and communication.
- **Data security** – the process of digital data protection from destructive forces, such as cyber-attacks, or unwanted actions of unauthorized users, such as data breaches.

10.1 Is the bureau using any form of Blockchain technology?

- Yes
 No
 Other. Please explain:

If yes, please select the type of Blockchain technology in use:

- Public blockchain – everyone has access to send and validate transactions (no permission needed)
 Private blockchain – participant and validator access are restricted (permission required)
 Consortium blockchain – the administration of the blockchain grants reading rights and allows limited number of transactions
 Other. Please explain:

10.2 Is the bureau planning to introduce any form of Blockchain technology?

| Response | If yes, please explain: |
|-------------------|-------------------------|
| -Click to Select- | |

10.3 Are there any laws or other binding legal instruments (including regulations, agency-specific guidelines, etc.) regulating Blockchain technology?

| Response | If yes, please explain: |
|-------------------|-------------------------|
| -Click to Select- | |

10.4 What technology and procedures are used to ensure the security of the bureau's data? Please select all that apply:

- a. Encryption software
 b. Firewalls
 c. Educating an organization about phishing attacks
 d. Regular testing
 e. Code scanning
 f. Other. Please explain:

10.5 What technology does the bureau use to monitor and detect security breaches? Please select all that apply:

- a. Firewalls (intrusion prevention, application awareness, deep packet inspection, SSL)
 b. Advanced threat protection software
 c. Data leakage prevention software
 d. Forensics system
 e. Close monitoring of network traffic (human insights)
 f. Other. Please explain:

10.6 What methods are used to detect fraud (data that are stolen)? Please select all that apply:

- a. Statistical tools (data preprocessing for detection, error correction or filling missing data)
 b. Artificial intelligence techniques (data mining or expert systems to encode expertise for detecting fraud in the form of rules)
 c. Other. Please explain:

Regulatory framework

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

| Last year | This year |
|-----------|-------------------|
| | -Click to Select- |

10.8 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- | | |

10.9 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 2020* and on our website: www.doingbusiness.org.

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