

Getting credit – Private credit bureau Survey

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Dear Contributor,

We would like to thank you for your cooperation with the Doing Business project. The information you provide is analyzed and presented in the Doing Business report, an annual publication of the World Bank and the International Finance Corporation that benchmarks business regulation in 178 economies worldwide.

Last year's report, Doing Business 2008, was a great success and inspired more than 3500 articles in the press thanks to the generous contribution of 5000 experts like you in 178 economies. Since its inception in 2004, Doing Business has inspired or informed 113 reforms around the world. These reforms make it easier to do business in countries as diverse as Egypt and Estonia.

Thanks to reforms in credit information systems, more people and businesses are accessing credit: credit registries coverage has doubled since last year to more than 1.6 billion individuals and firms. Your participation is essential to this success.

For Doing Business 2009, we are honored to be able to count on your expertise. We would be interested in understanding if reforms affecting the credit information system in your country have been implemented since June 2007.

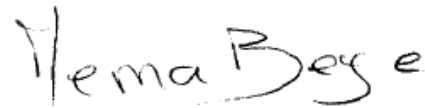
Please return the completed questionnaire within the next 20 working days, the latest by February 14th 2008 to fbustelo@worldbank.org or mbeye@worldbank.org. If you have any questions, do not hesitate to contact us.

Thank you again for your invaluable contribution to the World Bank's work.

Sincerely,



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Survey of Private Credit Bureaus

How to proceed

1. Please update your contact information, the information you would like us to publish, and the information regarding others who contributed to the completion of this survey.
2. In section A on Reforms, please describe any new administrative or legal changes that have taken place between June 2007 and now.
3. In sections B and C, please update or correct last year's information. Last year's responses have already been included under the column "Last Year". Please update or correct the new information under the column "This Year". If no changes have taken place, you can leave "This Year" column blank.

Contact information

| | Please provide us with your updated information, if any. | Please mark the information you would like published? |
|-------------------------------|---|--|
| Title (Mr., Ms., etc.) | [] | <input type="checkbox"/> |
| Name | [] (first/given) [] (last/family) | <input type="checkbox"/> |
| Position | [] | <input type="checkbox"/> |
| Firm | [] | <input type="checkbox"/> |
| Mailing Address | [] (street) [] (city) [] (state/province) [] (country) [] (zip/postal) | <input type="checkbox"/> |
| Phone | [] | <input type="checkbox"/> |
| Cell phone | [] | <input type="checkbox"/> |
| Fax | [] | <input type="checkbox"/> |
| E-Mail | [] | <input type="checkbox"/> |
| Website | [] | <input type="checkbox"/> |

Additional Contributors

| | Name | Firm and Position | Email | Phone |
|-----------------------------------|--|--------------------------------------|---------|---------|
| 1st participant | [] (first/given) [] (last/family) | [] (firm) [] (position) | [] | [] |
| 2nd participant | [] (first/given) [] (last/family) | [] (firm) [] (position) | [] | [] |
| 3rd participant | [] (first/given) [] (last/family) | [] (firm) [] (position) | [] | [] |

SECTION A – Reforms between June 2007 and now

| |
|--|
| 1. What reforms have affected your credit registry since June 2007? [] |
| 2. What new areas are you considering expanding to in the future? [] |
| 3. Have any new laws or regulations been introduced since June 2007 which impact the credit information industry? If so, please name and describe the laws or regulations and the date at which they were passed. [] |
| 4. Are you aware of any legal or administrative reforms planned for the year 2008 which would affect the credit information industry by June 1 st 2008? [] |

SECTION B - Please update the information on the private credit bureau

| | Last Year | | This Year | |
|---|---|----------------------------|--|----------------------------|
| | Legal establishment | Actual start of operations | Legal establishment | Actual start of operations |
| 5.1 Date of establishment Please complete any missing information (“month” for example) | | | [] month [] year | [] month [] year |
| 5.2 Number of individuals and firms listed in the registry’s database as of January 2008 with current information (within 5 years) on repayment history, unpaid debts, or credit outstanding | Individuals Firms Total | | [] Individuals [] Firms [] Total | |
| 5.3 If individuals are identified by gender, please provide number of male and female individuals listed in the registry’s database as of January 2008 with current information (within 5 years) on repayment history, unpaid debts, or credit outstanding | | | [] Male [] Female [] Total <input type="checkbox"/> Unable to answer- because gender is not registered in the registry | |
| <i>Note on questions 5.2 and 5.3:</i> We measure the quantity of firms and individuals listed in the bureau's database, and NOT the quantity of credit references . For example, if an individual has four (4) loans, we count it as one (1) individual, even if there are 4 credit references in the database. All firms and individuals that are listed in the database and <u>had at least one credit reference in the last five years</u> should be counted, even if they have currently no outstanding loans, defaults, etc... | | | | |
| 5.4 Number of credit reports issued by the registry in 2007 | On individuals On firms Total <input type="checkbox"/> Unable to answer-access for subscribers is unlimited | | [] On individuals [] On firms [] Total <input type="checkbox"/> Unable to answer- access for subscribers is unlimited | |
| 5.5 Estimated number of consultations/enquiries to the database in 2007 | On individuals On firms Total <input type="checkbox"/> Unable to answer- access for subscribers is unlimited | | [] On individuals [] On firms [] Total <input type="checkbox"/> Unable to answer- access for subscribers is unlimited | |
| 5.6 What is the percentage hit rate for enquiries to the database (i.e. the percentage of enquiries with a match in the database)? | % <input type="checkbox"/> Unable to answer- access for subscribers is unlimited | | [] % <input type="checkbox"/> Unable to answer- access for subscribers is unlimited | |
| 5.7 Total value of credits in the registry as of January 2008 | Total amount: Currency: | | [] Amount for individuals [] Amount for firms [] Total amount [] Currency | |

| | Last Year | This Year |
|---|-----------|-----------|
| 5.8 What is the ownership structure of the bureau (e.g. Banks, international credit reporting agency, government, etc...)? Please describe and include the percentage share of ownership | | [] |

6.1 What type of data is collected/ distributed by your credit registry on lending to individuals?

No data on individuals or their loans is either collected or distributed

| Data on individuals | Last Year | | This Year (please complete only if it changed and explain) | |
|---|--|-------------|---|-----------------------------|
| | Collected | Distributed | Collected | Distributed |
| a. Name of borrower | | | [] | [] |
| b. Address | | | [] | [] |
| c. Taxpayer identification number | | | [] | [] |
| d. Borrower's ownership of a business | | | [] | [] |
| e. Tax statements | | | [] | [] |
| f. Income and other personal financial information | | | [] | [] |
| g. Utility payment records | | | [] | [] |
| h. Presence on bad check list | | | [] | [] |
| i. Bankruptcies | | | [] | [] |
| j. Court judgments | | | [] | [] |
| k. Credit enquiries from other lenders | | | [] | [] |
| l. Gender | | | [] | [] |
| m. Other demographic and miscellaneous information (Employment status, marital status, age, etc.) | | | [] | [] |
| Data on the loan | Collected | Distributed | Collected | Distributed |
| n. Name of reporting institution | | | [] | [] |
| o. Type of loan | | | [] | [] |
| p. Interest rate of loan | | | [] | [] |
| q. Maturity of loan | | | [] | [] |
| r. Type of collateral securing the loan | | | [] | [] |
| t. Value of collateral securing the loan | | | [] | [] |
| u. Guarantees securing the loan | | | [] | [] |
| v. Original amount of the loan | <u>always</u> | | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| | <u>only after a default/late payment</u> | | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| w. Outstanding amount of the loan | <u>always</u> | | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| | <u>only after a default/late payment</u> | | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| x. Amount of periodic repayment obligations (installments) | | | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| y. Loan amount information is disaggregated by credit reference In case information is aggregated, please specify the criteria (customer, bank, type of loan, etc...): | | | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| | | | [] | [] |
| Data on the payments | Collected | Distributed | Collected | Distributed |
| z. On-time payments | | | [] | [] |
| i. Defaults/cancelled debts | | | [] | [] |
| ii. Number of defaults/cancelled debts | | | Yes <input type="checkbox"/> | No <input type="checkbox"/> |

| | | | | |
|--|--|--|---------------|--------------|
| iii. Most common time used to list a credit as default (cancel a debt) | [] days | [] days | | |
| iv. Arrears/late payments | [] | [] | | |
| v. Number of arrears | Yes <input type="checkbox"/> No <input type="checkbox"/> | Yes <input type="checkbox"/> No <input type="checkbox"/> | | |
| vi. Number of days loan is past due | [] | [] | | |
| vii. Please provide the most commonly used times to define late payments (if many, please specify the most commonly used by banks) | Shortest time | Longest time | Shortest time | Longest time |
| | [] days | [] days | [] days | [] days |

| 6.2 What type of data is collected/ distributed by your credit registry on lending to <u>firms</u>? | | | | |
|---|--|-------------|---|--|
| <input type="checkbox"/> No data on firms or their loans is either collected or distributed | | | | |
| Data on the firm | Last Year | | This Year (please complete only if it changed and explain) | |
| | Collected | Distributed | Collected | Distributed |
| a. Name of firm | | | [] | [] |
| b. Address of firm | | | [] | [] |
| c. Taxpayer identification number | | | [] | [] |
| d. Name of owner(s) of the firm | | | [] | [] |
| e. Field of business activity | | | [] | [] |
| f. Assets and liabilities | | | [] | [] |
| g. Tax and income statement of the firm | | | [] | [] |
| h. Income and other personal financial information on the owner(s) | | | [] | [] |
| i. Utility payment records | | | [] | [] |
| j. Presence on bad check list | | | [] | [] |
| k. Bankruptcies | | | [] | [] |
| l. Court judgments | | | [] | [] |
| m. Credit enquiries from other lenders | | | [] | [] |
| n. Other demographic and miscellaneous information | | | [] | [] |
| Data on the loan | Collected | Distributed | Collected | Distributed |
| o. Name of reporting institution | | | [] | [] |
| p. Type of loan | | | [] | [] |
| q. Interest rate of loan | | | [] | [] |
| r. Maturity of loan | | | [] | [] |
| s. Type of collateral securing the loan | | | [] | [] |
| t. Value of collateral securing the loan | | | [] | [] |
| u. Guarantees securing the loan | | | [] | [] |
| v. Original amount of the loan | <u>always</u> | | Yes <input type="checkbox"/> No <input type="checkbox"/> | Yes <input type="checkbox"/> No <input type="checkbox"/> |
| | <u>only after a default/late payment</u> | | Yes <input type="checkbox"/> No <input type="checkbox"/> | Yes <input type="checkbox"/> No <input type="checkbox"/> |
| w. Outstanding amount of the loan | <u>Always</u> | | Yes <input type="checkbox"/> No <input type="checkbox"/> | Yes <input type="checkbox"/> No <input type="checkbox"/> |
| | <u>only after a default/late payment</u> | | Yes <input type="checkbox"/> No <input type="checkbox"/> | Yes <input type="checkbox"/> No <input type="checkbox"/> |
| x. Amount of periodic repayment obligations (installments) | | | Yes <input type="checkbox"/> No <input type="checkbox"/> | Yes <input type="checkbox"/> No <input type="checkbox"/> |
| y. Loan amount information is disaggregated by credit reference In case information is aggregated, please specify the criteria (customer, bank, type of loan, etc...): | | | Yes <input type="checkbox"/> No <input type="checkbox"/> | Yes <input type="checkbox"/> No <input type="checkbox"/> |
| | | | [] | [] |
| Data on the payments | Last Year | | This Year | |

| | Collected | Distributed | Collected | | Distributed | |
|--|------------------------------|-----------------------------|------------------------------|-----------------------------|------------------------------|-----------------------------|
| z. On-time payments | [] | [] | [] | [] | [] | [] |
| i. Defaults/cancelled debts | [] | [] | [] | [] | [] | [] |
| ii. Number of defaults/cancelled debts | Yes <input type="checkbox"/> | No <input type="checkbox"/> | Yes <input type="checkbox"/> | No <input type="checkbox"/> | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| iii. Most common time used to list a credit as default (cancel a debt) | [] | [] | [] | [] | [] | [] |
| iv. Arrears/late payments | [] | [] | [] | [] | [] | [] |
| v. Number of arrears | Yes <input type="checkbox"/> | No <input type="checkbox"/> | Yes <input type="checkbox"/> | No <input type="checkbox"/> | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| vi. Number of days loan is past due | [] | [] | [] | [] | [] | [] |
| vii. Please provide the most commonly used times to define late payments (if many, please specify the most commonly one used by banks) | Shortest time | Longest time | Shortest time | Longest time | Shortest time | Longest time |
| | [] days | [] days | [] days | [] days | [] days | [] days |

| 7. Which of the following institutions provide information to the private credit bureau? Please explain the major constraints to receiving information from the suppliers marked with *. | Last Year | This Year |
|--|-----------|-----------|
| 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 business clients) | [] | [] |
| *Retailers (i.e. Carrefour, Wal-Mart) and merchants (wholesalers) | [] | [] |
| *Utilities providers (telephone, electricity, etc...) | [] | [] |
| Other credit registries/bureaus (including publicly or privately owned registries) | [] | [] |
| *Microfinance institutions | [] | [] |
| Are individual members of microfinance group loans listed in the registry's database? | [] | [] |
| Public agencies, such as courts, statistical agencies, etc | [] | [] |
| If yes, please explain | [] | [] |

| 8.1 Is there a minimum loan size for inclusion in the database? | Last Year | This Year (please complete only if it changed and explain) |
|---|----------------------|---|
| | | |
| 8.2 If the minimum loan size for inclusion in the database has changed, please update the amount and currency. Please indicate if there are different minimum loan requirements for different types of information: | Amount: Currency: | Amount: [] Currency: [] |
| Additional comments: | | [] |

| 9. Type of data distributed | Last year | | This Year (please complete only if it changed and explain) | |
|--------------------------------------|-----------|----------|--|---|
| | Positive | Negative | Positive (loan amount, or data indicating that an individual has made on-time repayments) | Negative (late payments, non-payments, delinquencies and defaults) |
| Data from financial institutions | | | [] | [] |
| Data from non-financial institutions | | | [] | [] |
| Additional comments: [] | | | | |

| 10.1 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. | Last Year | | This Year (please complete only if it changed and explain) | |
|--|-----------|----------------------------|---|----------------------------|
| | Preserved | Available for distribution | Preserved | Available for distribution |
| | | | [] | [] |
| 10.2 Did you receive historical credit information from data providers when you started operating? | | | [] | |
| Additional comments: [] | | | | |

| 11. If you collect information on defaults/cancelled debts and arrears/ late payments, after how long are they erased from the database (i.e. immediately after repayment, never, or after X number of years)? Please indicate if there are different rules on deletion for different types of information. | | | | |
|---|-------------------------------|-------------------------------------|---|-------------------------------------|
| | Last Year | | This Year (please complete only if it changed and explain) | |
| | In case they have been repaid | In case they have never been repaid | In case they have been repaid | In case they have never been repaid |
| Defaults/ cancelled debts | | | [] | [] |
| Arrears/ late payments | | | [] | [] |
| Additional Comments: [] | | | | |

| 12. Can borrowers inspect their data? | Last year | This Year (please complete only if it changed and explain) | | |
|---|-----------|---|--|--------------------------|
| | | Yes, it is guaranteed by law | Yes, even though it is not guaranteed by law, it is done in practice | No |
| | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| If yes, what is the cost for borrowers to inspect their data? | | [] | | |
| Additional Comments: [] | | | | |

| 13. How is the data made available to financial institutions? (Mark all that apply) | Last Year | This Year (please complete only if it changed and explain) |
|---|-----------|---|
| 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: [] | | |

| | | |
|--|------------------------------|-----------------------------|
| 14. Are fees charged for access to the bureau's database? | This Year | |
| | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| If yes, what is the cost to obtain a standard credit report from the credit bureau? | [] Amount | [] Currency |
| Additional comments: [] | | |

| 15. Additional services offered by the registry | Last Year | This Year (please complete only if it changed and explain) |
|--|------------------|--|
| Bureau Credit score: credit score <u>based on the bureau's data & available to all members</u> | | Yes <input type="checkbox"/> No <input type="checkbox"/> |
| If yes, please specify how the score is calculated (scale, etc...) and the date you started providing the bureau credit score: | | [] [] month [] year |
| Custom credit score <u>based on one member's data & available only to this member</u> (i.e.: score created only for a specific bank, using only this bank's data) | | Yes <input type="checkbox"/> No <input type="checkbox"/> |
| If yes, please specify the date you started providing the credit score: | | [] month [] year |
| Fraud detection | | [] |
| Debt collection | | [] |
| Marketing services | | [] |
| Other, please describe: | | [] |

SECTION C: LEGAL FRAMEWORK

| 16. Please confirm the laws/regulations affecting the operation of your registry? | Last Year | Please describe changes and provide missing names of laws, if applicable |
|--|------------------|---|
| Special credit bureau law | | [] |
| Central bank law/regulation | | [] |
| Banking law | | [] |
| Data Protection/privacy law | | [] |
| Code of conduct | | [] |
| Please provide missing names of laws, if applicable: [] | | |

| 17. Which law/regulation is currently under development in your country that can affect your credit registry? | | | Name and expected date of enactment |
|--|------------------------------|-----------------------------|--|
| Special credit bureau law | Yes <input type="checkbox"/> | No <input type="checkbox"/> | [] |
| Central bank law | Yes <input type="checkbox"/> | No <input type="checkbox"/> | [] |
| Banking law | Yes <input type="checkbox"/> | No <input type="checkbox"/> | [] |
| Data Protection/privacy law | Yes <input type="checkbox"/> | No <input type="checkbox"/> | [] |
| Code of conduct | Yes <input type="checkbox"/> | No <input type="checkbox"/> | [] |

| | | |
|--|------------------|---|
| 18.1 Do the banking secrecy laws (or provisions) <u>prohibit</u> sharing credit information with... | Last Year | This Year Please complete only if it changed and explain) |
| ... private credit bureaus? | | [] |
| ... private firms outside the banking sector? | | [] |
| Additional Comments [] | | |
| 18.2 Do the banking secrecy laws (or provisions) <u>allow</u> banks to share information with private firms outside their own industry (non financial institutions), if the borrower authorizes it? | | [] |
| Additional Comments [] | | |
| 19. Are there any laws or regulations that prohibit transferring credit data out of the country? | | Yes <input type="checkbox"/> No <input type="checkbox"/> |
| If Yes, please specify the name and dates of law(s)/legislation | | [] |
| If No, is it allowed to transfer credit data out of the country only under particular conditions? Please specify conditions & the name and dates of law(s)/legislation | | Yes <input type="checkbox"/> No <input type="checkbox"/> [] |
| 20. Are banks and financial institutions required by law or regulation to provide credit data to the <u>private</u> credit bureau? | | [] |
| Additional comments: [] | | |
| 21. Is it required by law or regulation that financial institutions consult the <u>private</u> credit bureau before extending a loan? | | [] |
| Additional comments: [] | | |
| 22. Is it guaranteed by law or regulation that borrower can access the list of parties who requested the borrower's information? | | [] |
| Additional comments: [] | | |
| 23. Please describe the rules on liability for errors: | | |
| 23.1 Who is liable for errors in data distributed by the credit registry? | | [] |
| 23.2 What are the penalties for distributing erroneous data? | | [] |
| 23.3 Who is responsible for correcting erroneous data? | | [] |
| 24.1 Is the private credit bureau supervised by a government institution? | | Yes <input type="checkbox"/> No <input type="checkbox"/> |
| 24.2 If yes, please specify the full name of the agency/ies supervising the private credit bureau (Central Bank, Superintendence, etc...)? | | [] |
| Additional comments: [] | | |

| | | | | | | |
|--|------------------------------------|------------------|---|------------------|--|------------------|
| 25. Does the law require the consent of the borrower for processing of his/her credit data... ...before data is submitted to the credit registry? | Borrower's consent is NOT required | | Consent before every submission/release is required | | Single consent for the future processing of all data is required | |
| | Last Year | This Year | Last Year | This Year | Last Year | This Year |
| | | [] | | [] | | [] |

| | | | |
|--|-----|-----|-----|
| ...before data is released by the credit registry? | [] | [] | [] |
| Additional comments [] | | | |

| | | |
|--|-----------|-----------|
| 26. Please list any other credit bureaus operating in your country | Last Year | This Year |
| | [] | [] |

Referrals

The Doing Business project covers several topics of business regulation from start-up to closing. Please let us know whether you would like to contribute to any of the following topics in addition to this survey or whether you would like to recommend one of your colleagues.

| I would like to contribute to the following topic | I would like to recommend : | | |
|--|-------------------------------------|-------------------------------|-----------------------------|
| | Name | Firm and Position | Contact Information |
| <input type="checkbox"/> Starting a business | [] (first name) [] (last name) | [] (firm) [] (position)] | [] (phone) [] (e-mail) |
| <input type="checkbox"/> Construction licenses/ building regulation (including Architects and Engineers) | [] (first name) [] (last name) | [] (firm) [] (position) | [] (phone) [] (e-mail) |
| <input type="checkbox"/> Labor and social security regulation | [] (first name) [] (last name) | [] (firm) [] (position) | [] (phone) [] (e-mail) |
| <input type="checkbox"/> Registering property | [] (first name) [] (last name) | [] (firm) [] (position) | [] (phone) [] (e-mail) |
| <input type="checkbox"/> Collateral laws/secured transactions | [] (first name) [] (last name) | [] (firm) [] (position) | [] (phone) [] (e-mail) |
| <input type="checkbox"/> Protecting investors, (Corporate and Securities law) | [] (first name) [] (last name) | [] (firm) [] (position) | [] (phone) [] (e-mail) |
| <input type="checkbox"/> Enforcing contracts/ commercial disputes | [] (first name) [] (last name) | [] (firm) [] (position) | [] (phone) [] (e-mail) |
| <input type="checkbox"/> Closing a business/ bankruptcy law | [] (first name) [] (last name) | [] (firm) [] (position) | [] (phone) [] (e-mail) |
| <input type="checkbox"/> Transparency/ Public interest law (including NGO's, Academics and Practitioners) | [] (first name) [] (last name) | [] (firm) [] (position) | [] (phone) [] (e-mail) |
| <input type="checkbox"/> Trade (including Freight forwarders, Importers and Exporters) | [] (first name) [] (last name) | [] (firm) [] (position) | [] (phone) [] (e-mail) |
| <input type="checkbox"/> Infrastructure/ Electricity (including Architects, Engineers, Electrical utility personnel) | [] (first name) [] (last name) | [] (firm) [] (position) | [] (phone) [] (e-mail) |
| Other comments [] | | | |

Thank you for completing the survey!

We appreciate your contribution to the Doing Business project.
The results will appear in *Doing Business 2009* and on our website: <http://www.doingbusiness.org>.
Your work will be gratefully acknowledged in both.