

The Credit Bureau of Taiwan



JCIC

ANNUAL REPORT 2016

Joint Credit Information Center

JCIC Annual Report 2016

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FOREWORD

The Joint Credit Information Center (JCIC) is the only credit information service provider in Taiwan that links together multiple financial institutions as its member institutions. Serving as a credit information “bridge” for financial institutions, individuals and business enterprises, the JCIC collates credit information on a nationwide basis and provides credit information to its member institutions. The JCIC works tirelessly to ensure the accuracy, comprehensiveness and timeliness of its credit information and is dedicated to providing credit data principals with high-quality credit report services and offering the general public education and guidance, while at the same time providing information and assistance required to meet the needs of government supervisory policies.

The financial environment is constantly changing. Over the years, the JCIC has built up a solid foundation for its financial credit operations and nationwide credit system, and today the JCIC continues to keep pace with the times. In line with its philosophy of “Prudence and Innovation,” the JCIC strives both to maintain rigorous compliance with legal and regulatory requirements and the principles of personal data protection and to adopt more open, innovative practices, while actively supporting the relevant government policies and continuing to enhance the breadth and depth of credit information collection. Keeping abreast of the latest financial trends, the JCIC is developing new credit information-related products and services, and adopting new, higher-specification IT hardware and software, so as to be able to continue providing stable, efficient, secure services for Taiwan’s financial markets and fulfilling its social responsibilities as a public-interest entity.

With regard to ensuring information security, besides completing all of the items required for Class A institutions in accordance with the “Government Agency Information and Communications Security Authorization Rules,” the JCIC also implements frequent reviews of its own data system security measures and works to strengthen the provision of data security guidance and training to its personnel. In September 2016, the JCIC completed third-party penetration testing, which has helped to verify the effectiveness of its security measures. The JCIC has also been awarded ISO27001 information security management system certification, as well as Taiwan Personal Information Protection and Administration System (TPIPAS) certification, and has continued to maintain this certification.



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As regards international affairs, the JCIC has continued to participate actively in international conferences and to receive visits from overseas institutions, thereby expanding the scope of international exchange, absorbing international experience and developing new opportunities for international collaboration. The JCIC continues to receive international recognition for its achievements. In the Doing Business 2017 report published by the World Bank on October 26, 2016, which evaluates the business environment in 190 economic entities, Taiwan received a perfect score of 8 points for the third consecutive year in the “Depth of credit information index” indicator, significantly higher than the average for East Asia and Pacific region countries, which was 4.2 points, and also higher than the average for the high-income member nations of the OECD, which was 6.5 points.

Regarding its efforts to promote the development of new financial technology (FinTech) and the building of a new digital financial environment, as part of its commitment to collaborating with the government promoting the development of innovative FinTech services and the enhancement of the overall competitiveness of Taiwan’s financial sector, the JCIC has been donating funds to support the establishment (with guidance from the FSC) of the Financial Technology Development Fund; the FinTechBase, which was established through the Financial Technology Development Fund to promote FinTech innovation and business start-up and to support FinTech talent cultivation planning, was formally launched on April 14, 2016. In addition, in response to the development of the peer-to-peer (P2P) lending industry, the JCIC has collected and collated data from all over the world and has compiled P2P-related research reports; in the future, the JCIC will continue to monitor the development of P2P lending networks within Taiwan and formulate appropriate ancillary measures, in accordance with the instructions received from the FSC.

In line with the government’s Big Data and Open Data policies, the JCIC has continued to expand both data collection scope and functionality. The “Big Data Analysis Information Search System” on the JCIC website has added two new search networks – “Home Loan Statistics” and “Industry-specific Financial Statistics” – as well



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as additional graphical display functions, including trend charts and distribution charts, and a user-friendly interface that makes it easier for people to obtain the information they need. In regard to Open Data, the Open Data section on the JCIC website has recently added 16 new categories of statistical data, including financial data, car loan data, revolving credit and cash advance card data, credit card and commercial credit data, etc., to meet the diverse needs of value-added data service providers, entrepreneurs and ordinary members of the public.

As regards services provided for the benefit of the general public, starting from November 1, 2015, ordinary citizens have been able to use Citizen Digital Certificates issued by the Ministry of the Interior to utilize the “Personal Online Credit Report Service” available on the JCIC website. To enhance the efficiency and quality of services provided to the general public, the JCIC has launched a new “Citizen Telephone Customer Service Management System,” which began operation in May 2016. This new system classifies telephone inquiries, logs them, follows up and ensures that inquiries are responded to, facilitating the proper monitoring of the handling of inquiries from ordinary consumers, and helping to ensure a prompt response to inquiries.

With regard to the strengthening of risk management mechanisms and helping government authorities to implement their financial supervision responsibilities, in order to help financial institutions to evaluate their customers’ overall credit risk accurately in the loan approval process, as well as to strengthen risk control mechanisms, the JCIC provides stress-test services for default rate parameters, etc., which makes it easier for member institutions to complete credit review reporting procedures. In addition, the JCIC continues to work tirelessly to promote relevant services and policies, and provides the competent authorities with financial supervision-related information on a regular basis to serve as a reference for them in their decision-making, thereby helping to ensure the stability and continued development of the financial sector.

As a non-profit organization, the JCIC also strives to fulfil its social responsibilities by actively sponsoring a wide range of public-interest activities. In 2016, the JCIC continued to demonstrate its concern for disadvantaged groups and remote



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communities, helped young people to pursue further study by making donations to the Taiwan Financial Services Roundtable Education Fund and the College Students Financial Sector Employment Program, donated funds to cover the training costs of five schools' tug-of-war teams, and provided assistance for disadvantaged social groups by providing financial support for 20 charities, including the "Financial Sector Food Bank," and "Enable." The JCIC also provided timely, sizeable donations, and assistance to help residents rebuild their homes, in the aftermath of the major earthquake that struck Tainan City on February 6, 2016, and of Typhoon Nephartak in July 2016.

Looking ahead to 2017, the JCIC will continue to support the policies of the competent authority and will endeavor to meet the expectations of its member institutions and of the general public by working towards the following goals:

1. Expanding the scope covered by the JCIC's data collection operations and developing new credit information products and services.
2. Continuing to enhance the service functionality and effectiveness of the "Personal Online Credit Report Service," with plans to enable members of the public to access their personal credit reports using mobile devices such as mobile phones and tablet PCs.
3. Planning collaboration with government agencies on the establishment of an identity verification platform that will facilitate the provision of services to members of disadvantaged social groups.
4. Continuing to strengthen official network data content and functionality in line with the government's Big Data and Open Data policies, and making relevant data available for businesses and ordinary citizens to access and use.
5. Enhancing the effectiveness of the JCIC's personal credit rating services with respect to financial institutions' promotion of consumer finance risk management, and introducing an updated version of the JCIC's personal credit rating model.
6. Collaborating with government policy by donating funds to the new "Innovation Venture Fund," to strengthen financial support for Taiwan's industrial development.



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The JCIC has remained committed to its mission of enhancing credit information content, providing accurate, timely, comprehensive credit information, and ensuring that credit information is used safely and securely. In the future, the JCIC will be working to build on its existing achievements, continuing to strive for the “Strengthening of information security, Enhancement of information quality, and Expansion of information value-added.” While working constantly to realize continued improvement, the JCIC will work together with its member institutions to build a better, sounder credit transaction environment in Taiwan, thereby creating a “win-win-win” situation by helping to strengthen asset quality in Taiwan’s financial sector, encouraging members of the public to attach due importance to credit information, and enabling the JCIC itself to maintain sustainable operation.



History

The mission with which the Joint Credit Information Center (JCIC) was entrusted was to establish a nationwide credit information database, improve the credit investigation function of Taiwan's financial sector, promote the development of credit investigation techniques, provide credit records (as well as operating and financial information) of business entities, ensure the safety of credit transactions, and promote the sound development of a nationwide credit system. The JCIC was founded in 1975 by and under the Bankers Association of Taipei (the forerunner of today's Bankers Association of the R.O.C.) to serve as a data processing center for the compilation, processing and exchange of credit information among financial institutions. Over the following 17 years, the JCIC saw a steady rise in the scope and volume of its operations, and in 1992 the Bankers Association decided to donate the operating surpluses of the JCIC to transform the center into a non-profit foundation. Following this reorganization, the JCIC continued to collect and process a wide variety of types of credit information in accordance with the requirements of the law, and to serve its member institutions by providing accurate, high-quality credit information in line with the "user pays" principle.

To enhance internal management and data security, the JCIC established an Accounting Office in December 1998, an Internal Audit Office in January 2006, and an Information Security Department in April 2012. In June 1998, a Credit Information Department was established to take over the credit information collection and corporate financial information database establishment and analysis operations that had previously been handled by the Operations Department, as well as to serve as a unified contact window for the member institutions that the JCIC serves. A Members Audit and Assistance Department was established in September 2000 to conduct information security audits of member institutions and to provide services to member institutions. In September 2010, a Risk Analysis Department was established to strengthen the analysis and utilization of credit information from the nationwide credit information database, and to develop value-added credit information services (e.g. credit scoring); this Department was merged into the Research and Development Department in October 2013.



History

In order to enhance overall service quality, service content and operational performance, the JCIC has amended its Articles of Incorporation; this amendment, which was formally approved by the Financial Supervisory Commission (FSC) on September 23, 2013, involved the restructuring of the JCIC with a new table of organization that included the following departments: Credit Report and Customer Service Department, Credit Information Department, Research and Development Department, Members Audit and Assistance Department, Management Information System Department, Information Security Department, Administration Department, Accounting Office, Internal Audit Office, and Legal Affairs Specialists.

The JCIC is the only credit-reporting agency in Taiwan that collects credit information from financial institutions; it was also the first credit-reporting agency in Asia to collect both positive and negative credit data on both individuals and corporations. Over the years, the JCIC has built up an impressive range of over 180 standard products in nine categories – including basic information, credit information and financial information – that are available to the JCIC’s member institutions, as well as offering 15 products through the “SME Financing Service Platform” established by the Small and Medium Enterprise Administration, Ministry of Economic Affairs with assistance from the JCIC, and more than 2,500 sets of customized information products and account management products. Credit information products provided by the JCIC have for many years now been important tools for financial institutions in the development of their credit extension businesses.

In Doing Business 2004, the first Doing Business business environment report to be published by the World Bank (in 2003), the JCIC, representing Taiwan, ranked highest among all of the credit information providers of the countries included in the report. In Doing Business 2015, Doing Business 2016 and Doing Business 2017, Taiwan received the maximum possible score of 8 points for the “Depth of credit information index” indicator every year, which represents international recognition of the integrity, accuracy and timeliness of the JCIC’s credit information database.

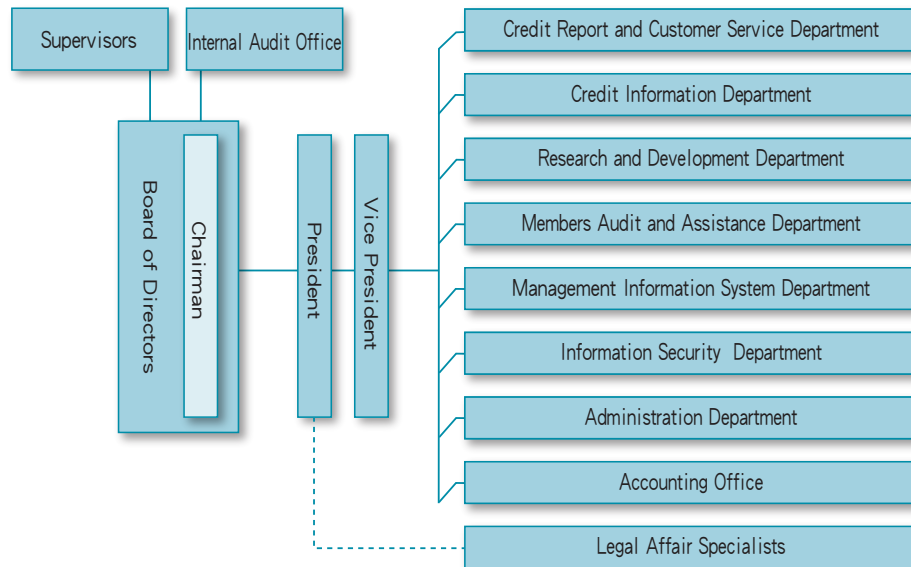


Objectives

- A. To establish a nationwide credit information database and to provide credit records as well as operational financial information of economic entities, for enquiry and use by members.
- B. To improve the credit investigation function of the financial sector and to promote the development of credit investigation techniques.
- C. To ensure the safety of credit transactions and to promote the sound development of the national credit system.
- D. To provide information needed by the competent authority for financial supervision.



Organizational Structure



A. Board of Directors

The JCIC has a Board of Directors composed of nine members and, in addition, three supervisors. The directors and supervisors are either representatives or experts appointed by the Financial Supervisory Commission, the Central Bank of the Republic of China (Taiwan), or the Bankers Association of the Republic of China.

B. Service Departments

The JCIC has a president who is responsible for operations pursuant to the resolutions made by the Board of Directors and is assisted by two vice presidents. Under the president, there are four business units - Credit Report and Customer Service Department, Credit Information Department, Research and Development Department, and Members Audit and Assistance Department, as well as four supporting units - Management Information System Department, Information Security Department, Administration Department, and Accounting Office. The Credit Report and Customer Service Department is the service window for personal credit information; the Credit Information Department is in charge of information reporting and inquiries by financial institutions; the Research and Development Department is the primary contact for assisting banks in improving credit risk evaluation and management and assisting the competent authority in the supervision of financial institutions; the Members Audit and Assistance Department has charge of membership audit and inquiry security control operations and member education and training. To supervise the business operations and corporate governance, an Internal Audit Office that reports directly to the Board of Directors handles the internal audit operations.



Directors and Supervisors

Title	Name	Company Affiliation
Chairman	Fu-hsiung Hu	
Director	Chieh-cheng Lu	Chairman, Taiwan Financial Holding / Bank of Taiwan Chairman, The Bankers Association of the R.O.C. (Taiwan) (took up directorship on October 3, 2016)
Director	Tzong-rong Tsai	CEO, Soochow University FinTech Center
Director	Li-chuan Wang	Director General, Banking Bureau, Financial Supervisory Commission (took up directorship on September 10, 2016)
Director	Chang-ken Lee	President, Cathay Financial Holding
Director	Ming-ji Lin	Professor, Department of Business Administration, National Central University
Director	Hsi-Peng Lu	Professor, Department of Information Management, National Taiwan University of Science and Technology
Director	Chiu-tang Chen	Deputy Director-General, Department of Banking, Central Bank of the R.O.C. (Taiwan)
Director	Ming-dar Huang	Professor, Department of Information Management and Director, Office of Information Services, Tamkang University
Supervisor	Yi-hong Hsieh	Adjunct Professor, College of Management, National Taiwan University
Supervisor	Yu-ming Chen	Counselor, Central Bank of the R.O.C. (Taiwan)
Supervisor	Nancy Young	Secretary-General, The Bankers Association of the R.O.C. (Taiwan)



Services

A. Services to Member Institutions

1. Provision of both online and offline credit inquiry services.
2. Handling the receipt of supplementary credit information and requests for correction or deletion of credit information.
3. Conducting financial analysis and credit scoring of business enterprises.
4. Providing a service platform for alerts and for the reporting of cases of fraud.
5. Publishing and distributing books and journals in print form and on optical discs, including the Overview of Financial Institutions, Guidelines for Monthly Reporting of Loan Balance, Manual for Compiling Guidelines and Rules for Reporting Credit Card Related Information, Manual for Compiling Guidelines and Rules for Reporting Other Types of Information, Business & Industrial Key Financial Ratios, and Business & Industrial Key Financial Structure Information.
6. Providing training for new member institutions, and holding lectures, workshops and seminars relating to credit information for the personnel of member institutions.
7. Handling other matters relating to credit information.

B. Services to Individuals

1. Handling inquiries about credit reports.
2. Providing assistance in reading and understanding credit reports.
3. Handling applications for notations.
4. Handling requests to add supplementary information to, or make corrections to, credit records.

C. Services to Competent Authorities

Providing information and assistance in line with the supervisory needs of the competent authorities.

Services

D. Statistics on Credit Inquiry Services, 2014 ~ 2016

Service	2014		2015		2016	
	Total	Growth rate	Total	Growth rate	Total	Growth rate
Credit information inquiries (million inquiries) (Note 1)	473.09	1.88%	498.15	5.30%	518.52	4.09%
Personal credit reports (Note 2)	236,983	-0.14%	279,895	18.11%	406,934	45.38%
Individual applications for notations (Note 3)	676	-19.71%	637	-5.77%	739	16.01%
Notations of pay off by relatives (Note 3)	520	-20.73%	495	-4.81%	421	-14.94%

Notes :

1. The number of credit information inquiries increased by 4.09% in 2016 as compared with 2015, with inquiries relating to customized products posting the largest increase, at 8.80%. This was mainly due to the change in ownership of a number of co-branded credit card providers (involving Elife-mall, Formosa Petrochemical Corporation, Dream Mall, Eva Air, etc.); the launch of new cards in collaboration with various banks led to an increase in inquiries relating to new credit card services, hence the dramatic increase in customized product inquiries.
2. The volume of personal credit report inquiries rose by 45.39% in 2016 compared to 2015. The main reason for this dramatic growth was the introduction of JCIC's new "Online Personal Credit Report Inquiry Service," launched in November 2015; of the overall 45.39% growth rate, 42.76% derived from online inquiries. If online inquiries are deducted from the total, this still leaves a growth rate of 2.63%, attributable mainly to growth in demand for this category of service among the general public. Usage of the "Online Personal Credit Report Inquiry Service" rose dramatically in 2016; its share of all inquiries increased from 5.67% in 2015 to 33.31% in 2016.
3. The number of individual applications for notations and the volume of notations of payoff by relatives tends to fluctuate in line with the needs of data principals.



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A. Membership Status

The JCIC had 431 member institutions as of the end of 2016, including 40 domestic banks, 20 Taiwan branches of foreign banks, 23 credit cooperatives, 8 bills finance companies, 2 securities finance companies, 311 credit departments of farmers' and fishermen's associations, 2 non-life insurance companies, 15 life insurance companies, 5 credit card issuers, and 5 other institutions approved by the competent authority.

B. Maintaining the Stability of the Nationwide Credit Database System and Strengthening Information Security

To ensure the integrity, availability and confidentiality of the JCIC's credit database, we have continued to enhance the efficiency of our information systems, strengthen our redundancy and backup mechanisms, implement information security and data protection mechanisms, and build up our information security and protection infrastructure. Regarding the management of credit inquiries made by member institutions, we have formulated credit inquiry confidentiality rules and established control mechanisms to provide effective guidance for member institutions with respect to proper implementation. Important tasks completed in 2016 included the following:

(A) Upgrading the performance of IT hardware and software systems

1. As part of our ongoing efforts to continually upgrade the software used by the JCIC, in June 2016 we purchased a second set of Windows 2012 Server Data Center software for our offices, and implemented a PC replacement and office application software upgrading program.
2. We continued to implement IT hardware equipment replacement, with the procurement of new Windows servers and a new SAS drive system for the R&D Department completed in October 2016.

(B) Strengthening application system operation

1. We continued to implement redundancy and server room management redundancy testing, emergency response drills, etc.
2. We continued to implement regular monitoring and maintenance operations and completed the formulation of backup reinforcement rules in June 2016 to strengthen our backup mechanisms and backup management.



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3. To maintain our off-site backup functionality, we continued to lease a remote backup server room and offices in Longtan District, Taoyuan City.

(C) Enhancing system stability and availability

1. To enhance both the breadth and depth of application program operational status monitoring, we completed the RS6000 server operating environment monitoring program in June 2016.
2. In order to strengthen database system monitoring operations, we completed the “External Service Provision Network Load-balancing Enhancement Project” in August 2016, and extended the contract for the RS6000 server operating system and middleware system monitoring maintenance agreement.
3. We continued to strengthen office area Windows server off-site backup environment and relocation management.
4. We continued to strengthen our testing environment standard tests projects and procedures, and in September 2016 we completed the “Testing Operations Management System Server Procurement Project.”

(D) Improving the functionality of application systems

1. We continued to develop application systems in line with our operational requirements.
2. To ensure effective coordination of internal information and form-filling management needs, we implemented the “Internal Information Portal Site System Establishment Project,” which is scheduled for completion in June 2017.
3. In line with the needs of electronic payment service providers, we implemented the “Electronic Payments System Functionality Enhancement Project,” which is scheduled for completion in May 2017.
4. In line with the needs of system replacement, on October 1, 2016, we completed the operations relating to the moving of the “Leasing Firm Credit Report Inquiry” system onto virtual machines.

(E) Implementing information safety management operations

1. In line with the “Regulations Governing Computer System Information Security Assessment by Financial Institutions,” we conducted an information security assessment of our computer systems, and produced an assessment report in November 2016.



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2. We continued to outsource security operations center (SOC) operation to an external monitoring service provider, and to review the outsourced operation at monthly meetings. We conducted network and system weakness scans once every six months to reduce intrusion risk.
3. We implemented organization-wide e-mail security awareness testing, to raise employees' awareness of the risk of cyber-attack and the importance of confidentiality; we continued to implement annual review and adjustment of e-mail filtering rules, to strengthen information security protection.
4. We continued to ensure that each unit within the JCIC has a project team responsible for taking inventory of personal data in the unit's charge, performing risk assessment and formulate measures for the protection of personal data.
5. We continued to implement website positive listing and adjustment on an annual basis, to reduce online risks.
6. In line with information security needs, we continued to conduct an inventory of group and account access authority on operations servers, access authority for application server menu users, and processing of credit information product inquiries by Credit Report and Customer Service Department personnel. We also completed the periodic review of operations server security parameters and the review of remote login guidelines for operations servers.
7. To strengthen the security of the IC card credit inquiry and reporting system, we held two presentations in September 2016 to spread awareness of the introduction of the new version of the IC card credit inquiry and reporting system, and we began accepting applications from member institutions to begin using the new system starting October 2016.
8. In October 2016, we completed the "Project for Strengthening Management of File Export to USB Storage Devices and for Customization of Manager Approval Mechanisms," aimed at strengthening PC usage management and data import/export management.
9. In December 2016, we completed the "2016 Firewall System Replacement Project," to ensure stable operation of the JCIC's restricted area firewall system.

(F) Ensuring effective operation of information security mechanisms



Highlights of 2016

1. To maintain the security of the overall information environment and enhance security risk control with respect to emerging information technologies, so as to ensure that important data, including operations-related data, are properly protected, we passed ISO27001:2013 international information security standard re-certification by the British Standards Institution (BSI) on July 26, 2016, thereby maintaining the validity of our ISO27001 certification. In addition, on November 10, 2016, we passed Taiwan Personal Information Protection and Administration System (TPIPAS) re-certification by the Institute for Information Industry (III) on November 10, 2016, thereby also maintaining the validity of our TPIPAS certification.
2. We continued to provide a wide range of information security training courses in 2016 to raise employee awareness of information security issues; these courses include: "Information Security Awareness and Guidance Training," "Information Security Lectures," "E-mail Social Engineering Training," "Hardware Security Module (HSM) APIs," "Personal Data Security Management Training Course," "Firewall System Management Training."
3. To verify the effectiveness of the JCIC's information security protection measures, a third-party information security consultant was commissioned to implement penetration testing in September 2016; a report on the results obtained in this testing was presented to the 17th Meeting of the JCIC's Seventh-term Board of Directors.
4. In line with the revision by the Small and Medium Enterprise Administration of the MOEA of the "Regulations Governing Management of Electronic Data Interchange between the Small and Medium Enterprise Administration's SME Loan Service Platform and Governmental and Non-governmental Organizations," the JCIC revised the "Rules Governing the Management of Electronic Data Interchange between the JCIC or its Member Institutions and Governmental or Non-governmental Organizations via the SME Loan Service Platform"; member institutions were notified of these revisions in April 2016.

(G) Credit information confidentiality and security control mechanisms – Implementation and guidance

1. We continued to step up the online monitoring of existing member institutions by conducting onsite inspection of members whose volumes of inquiries triggered an alert, or by requiring them to complete a "JCIC Credit Information Inquiry



Highlights of 2016

Report” and return it to the JCIC. Monthly records of triggered alerts were summarized and sent to the head offices of member institutions, accompanied by photocopies of the reports submitted by the branches that made inquiries, in order to facilitate management by the member institutions’ head offices.

2. We continued to implement the new member assistance program. In 2016, two new institutions – the Fangliao District Fishermen’s Association of Pingtung County and the Chaujou District Farmers’ Association of Pingtung County – completed the membership application procedure, and were included in the new member assistance program. In 2016, online monitoring was conducted for 11 new members (6 farmers’ associations, 3 fishermen’s associations, 1 Taiwan branch of a foreign bank, and 1 credit card company). We also examined and spot-checked by phone whether inquiries made by member institutions had the written consent of the principals. In 2016, two new member institutions (the Linbian District Farmers’ Association of Pingtung County and TransGlobal Life Insurance Inc.) met the requirements for graduation from the new member assistance program, and were reclassified as old member institutions for security control purposes.
3. To train member institutions’ inquiry operations personnel on information security control, the JCIC held 9 sessions of the “Workshop on Credit Information Security Control, Inquiry & Audit Operations” in 2016 in northern central, southern and eastern Taiwan, with a total of 863 people attending. We also held 5 sessions of the “Information Security Education ‘Train the Trainers’ Training Course,” with personnel from 64 member institutions receiving training. In addition, we sent letters to member institutions on a quarterly basis, asking them to provide lists of authorized inquiry operations personnel; 425 institutions provided this information, submitting lists that included the details of a total of 54,216 inquiry operations personnel.
4. We continued to implement and publicize relevant control measures for international data transfer at local banks and at the Taiwan branches of foreign banks, and we performed full-scale onsite inspections to verify that member institutions were complying with the rules.

(H) Auditing of, and rewards for, the confidentiality and security control mechanism relating to member institutions’ credit information inquiries



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1. We continued to ask member institutions to conduct monthly self-inspections by providing three types of data on the “W20” product for download: “new applications without matching inquiry record,” “no matching inquiry record because transaction data are not yet reported,” and “others.” If a member institution did not conduct its monthly self-inspection, the JCIC would send a letter to its auditing unit, asking it to oversee the taking of corrective action by the member institution in question. We also continued to carry out special assigned audit operations. As of year-end 2016, we had conducted 230 onsite audits of member institutions (including 41 partial audits of existing members whose inquiry volume triggered an alert based on online monitoring); we also completed audits of 425 member institutions as part of the annual security audit of member institutions’ credit inquiry operation control, and notified members of the audit results in December, along with the disbursed reward for the year.
2. To strengthen the information security and internal controls of lease finance companies, in 2016 the JCIC commissioned accountancy firm Deloitte Taiwan to provide guidance to 14 lease finance firms, including TCBL; we also completed onsite audits of the head offices of 13 lease finance firms, including Taishin Financial Leasing, and of branch offices of 15 lease finance firms, including Chailease Finance and Fina Finance & Trading, and requested that they provide audit reports of the security operations applied to online applications for credit reports of principals.
3. With respect to member institutions that submitted inquiries for business information provided by the Financial Information Center of the Ministry of Finance through the SME Loan Service Platform, we conducted assigned and onsite audits, and asked these members to submit audit reports of the security operations applied to information provided by the SME Loan Service Platform. We also used an optical recognition system to examine each letter of authorization signed by loan applicants faxed by member institutions when submitting inquiries via the SME Loan Service Platform, in order to prevent improper inquiries and safeguard the interests of data principals; in 2016, a total of 8,502 letters of authorization were examined.
4. In 2016, the JCIC allocated a total of NT\$142,707,957 as rewards to encourage member institutions to carry out inquiry operation controls and report credit information in a thorough manner; rewards were provided to 418 member institutions. At the Tenth “Golden Security Award and Golden Quality Award



Highlights of 2016

Ceremony” held on December 27, 2016, a total of 10 institutions received the “Golden Security Award,” and 15 institutions received the “Golden Quality Award.” The JCIC also presented awards to 28 outstanding individual personnel recommended by member institutions.

C. Providing Financial Institution Members with Credit Information

To enhance members’ risk management and compliance with FSC regulations, we continued to offer member institutions training on inquiries and the use of JCIC credit products; we also expanded the scope of data collection, revised the reporting rules, and developed new credit information products and services, in line with FSC policies and member institutions’ needs. The main tasks completed in 2016 included the following:

(A) Continued strengthening of the risk-bearing capacity of banks and of the financial derivatives inquiry mechanism

1. To assist banks in developing a clearer picture of the total credit risk profile of their customers and to strengthen banks’ risk control mechanisms, in 2016 we made further revisions to the “Guidelines for Financial Derivatives Monthly Reporting Operations” and to JCIC product “C01 Information on Transaction Limits for Financial Derivative Products and Drawdown,” in line with the needs of the financial supervisory agency and of member institutions, expanding the scope of coverage to include the handling of customers’ financial derivatives product information by non-Taiwanese-invested offshore banking units (OBUs) as well as the Hong Kong and Singapore branches of domestic banks. As of year-end 2016, a total of 67,229 “C01” inquiries had been made.
2. At the request of the Bankers Association of the R.O.C., the JCIC compiled a set of revised draft guidelines regarding the handling of disputed over financial derivatives, which was submitted to the FSC for its reference; we subsequently revised the “Guidelines for Financial Derivatives Monthly Reporting Operations” at the request of the Banking Bureau of the FSC, submitting the revised Guidelines to the FSC for its reference in January 2017.

(B) Enriching credit database content and developing and improving value-added products



Highlights of 2016

1. To help member institutions select loan recipients more carefully and fulfill their corporate social responsibility in line with the current trend towards the development of “green finance,” in addition to the JCIC’s existing announcements of major events affecting companies listed on the TSE, we also continued to plan the creation of new information products that make use of publicly-available information regarding penalties imposed by the Environmental Protection Administration Executive Yuan (EPA).
2. In line with the FSC’s approval of a time-limit for the disclosure of information regarding the responsible persons of business enterprises that have already been wound up, on August 1, 2016, the JCIC completed the revision of seven products and corporate account header information items: “A08 List of Company Directors, Supervisors and Managers,” “A11 List of Enterprises in Which an Individual Serves as Director, Supervisor or Manager, or as Responsible Person in the Case of a Sole Proprietorship or Partnership,” “A13 Company, Sole Proprietorship and Partnership Registration, and Amendments and Changes in Such Registration,” “A16 Directorship and Supervisorship Information Posted on the Commerce Department Website,” “J05 Personal Comprehensive Credit Report Information – for the Use of Farmers’ and Fishermen’s Associations Only,” “N01 Business Operator Personal Details,” and “Z90 Financial Institution Creditor List – Statute for Consumer Debt Clearance.”
3. In line with the revision of the JCIC’s “Daily Credit Limit Increase and Drawdown and Settlement Record,” starting November 1, 2016, we began to report the code numbers for “Settled but not yet discharged,” “Settled and discharged,” and “Credit line expired or discharged,” and we made corresponding revisions to “B29 Increase in Credit Limit (Including Amounts to be Entered in DBR22) and Settlement Information.”
4. Following the receipt of a communication from the FSC expressing concern regarding the legality of consolidated enterprise information products (including business groups and members of a network of independent member firms), the JCIC began to undertake evaluation of the advisability of developing other credit information products for affiliated companies, or of making adjustments to existing products. On November 15, 2016, we completed the making of revisions to five products – “G21 List of affiliated persons / enterprises & 3-quarter loan balance information,” “G22 List of affiliated persons / enterprises & outstanding loan structure information,” “G23 List of affiliated persons /



Highlights of 2016

enterprises & outstanding loan structure information - by purpose,” “G26/27 Summary of credit information on affiliated enterprises & enterprise groups / Summary of credit to affiliated enterprises & enterprise groups” – and also withdrew “G20 Consolidated loan information on borrowers and enterprises whose representatives are insiders of the borrowers.”

5. In line with the decision by the Customs Administration of the Ministry of Finance to switch over to the use of the standard international trade classification in order to achieve conformity with the international rules used in the UN Comtrade Database - International Trade Statistics, the JCIC completed the revision of “P02 Manufacturer Import/Export Information” on April 29, 2016.
6. To safeguard the rights of data principals and meet the risk management needs of member institutions, on July 1, 2016, the JCIC completed the revision of “S10 Inquiry Statistics – Detailed Information” and “S11 Details of Inquiry Records for the Most Recent Fiscal Year.”
7. As of year-end 2016, the JCIC had accumulated approximately 1.45 million sets of real estate transaction data.
8. To help banks create a loss given default (LGD) database to enhance their credit risk management, the JCIC formulated a set of “Guidelines for Reporting to the Loss Given Default Database” which were accepted by the FSC for preliminary examination on January 25, 2016, and were formally submitted to the FSC on July 1, 2016.
9. The JCIC reached an agreement with the Taiwan Clearing House (TWNCH) in 2016 to retain the same data processing fee schedule as was provided for in the original contract signed between them. This agreement was approved by the 15th meeting of the JCIC’s 7th board of directors on March 17, 2016, and the board’s decision was conveyed to the TWNCH in a letter with a copy sent to the FSC.
10. We continued to monitor all JCIC products with respect to data reporting and inquiry status, to ensure that they meet members’ needs. As of year-end 2016, we had completed the examination of 204 products (including 15 products provided via the SME Loan Service Platform).



Highlights of 2016

(C) Development, monitoring and improvement of credit scoring models

1. We continued to monitor the validity of corporate and personal credit scoring model variables on a monthly basis, and continued to publish the monitoring reports on a quarterly basis to share with member institutions the performance of most-recently updated models and important risk management issues.
2. We continued to assist banks in various research projects relating to high-risk customers, the application and strategic development of score results, benchmarked comparison of models, etc., through our research service platform. A total of 5 projects were completed in 2016.

(D) Enhancing data accuracy, timeliness and integrity

1. We continued to hold credit information product development meetings on a monthly basis to examine, discuss and improve our credit, credit card, corporate and consumer debt platform products.
2. We continued to hold quarterly data quality meetings to discuss solutions for member institutions' data reporting and credit product problems, and continued to inform members of the JCIC credit and credit card data validation items and results, so as to enhance the transparency of our data validation mechanism.
3. We continued to adopt measures for handling the misreporting of customer credit data by financial institutions, and sent letters to the head offices of member institutions with an excessively high rate of misreporting on February 25 and August 16, 2016, with copies sent to the FSC and to the Bankers Association, with the aim of encouraging member institutions to ensure the accuracy of the customer credit data that is reported.

(E) Strengthening the content of the supplementary services provided to member institutions

1. We organized seminars and training sessions for member institutions to help promote effective utilization of credit product inquiries. In 2016, we organized 8 training courses relating to credit card, loan and debt discharge information reporting, and held a total of 31 credit information product seminars and seminars relating to the Consumer Debts Clearance Statute, etc., as well as 4 seminars relating to the SME Loan Service Platform.



Highlights of 2016

2. We compiled various business-related books and manuals for the reference of member institutions. In 2016, we published four publications, including a revised version of the “Credit Information Inquiry Manual,” as well as the “R.O.C. GAAP Business & Industrial Key Financial Structure Information Statistics,” “R.O.C. GAAP Financial Statements and Key Financial Ratios,” and “IFRSs Consolidated/Separate Financial Statements and Industrial Financial Ratios.”

(F) Continuing to review the inquiry fee structure

1. We conducted a monthly analysis of credit information inquiries and produced a report on the inquiry volume and fee income contribution of 34 major inquiring institutions. It was found that the combined inquiry volumes of these institutions accounted for 99% of inquiries made by all member institutions, and that their inquiries contributed 95% of total inquiry income. Both inquiry volume and fee income contribution showed consistently stable patterns.
2. In 2016, we signed a total of 62 contracts with member institutions relating to the provision of customized products, along with 14 account management contracts.

(G) Stepping up research and development

1. We offered our opinion regarding the legal and regulatory aspects of the “Regulatory Sandbox” project, in response to an inquiry from the FSC.
2. We formulated an explanation regarding the legality of the JCIC’s participation in peer-to-peer (P2P) lending-related operations, and put forward some suggestions in this regard.
3. In line with the government’s promotion of the adoption of IFRS 9 (Financial Instruments) by banks, the JCIC participated in the “IFRS 9 Outsourced Research Project” initiated by the Bankers Association and suggested appropriate ancillary measures.
4. To ensure that our operations continue to keep pace with the changes taking place in the financial environment, the JCIC has been collecting and studying new information relating to our business areas, and we completed the “Credit Checks and Industry in the Big Data Era” commissioned research project, which analyses the differences between “big data” credit investigation and conventional credit investigation, and which can provide a useful reference for planning the JCIC’s future strategy.



Highlights of 2016

D. Enhancing the Content and Quality of Credit Services to the Public

Guided by its mandate as a public-interest organization, the JCIC takes upon itself the responsibility for propagating the concept of “value your credit” to the public, and has been working to strengthen the credit report services that it provides to data principals and to raise public awareness in this regard. The tasks completed in 2016 included the following:

(A) Provision of credit report services to the public

In conjunction with the FSC’s “Digital Financial Environment 3.0” program and in line with the JCIC’s own social mission, while also seeking to enhance information security, on November 1, 2015, the JCIC began to provide online inquiry services in relation to personal credit reports, making it possible for members of the public to submit inquiries regarding their own credit reports in a timely, secure manner using Citizen Digital Certificates. In FY2016, a total of 135,547 online inquiries relating to personal credit reports were made, with the average number of inquiries per day having risen from 260 in FY2015 to 370 in FY2016, a growth rate of 42.31%.

(B) Strengthening communication and interaction with the public

1. To strengthen communication and interaction with Internet users, the JCIC has designed its website from the perspective of information users. The JCIC website features a wealth of multimedia content, and a wide range of lively content and services are provided via Facebook, making it possible to respond promptly to the public’s queries and needs. We continue to monitor system operation to ensure that the user interface is sufficiently user-friendly, thereby enhancing overall website service quality. The web address for the JCIC’s website for use by the general public is www.jcic.org.tw; the web address for the website for use by member institutions is member.jcic.org.tw.
2. To strengthen customer service call management, on May 28, 2016, the JCIC completed the establishment of the “Customer Service Management System for Calls Received from the General Public,” the aim of which is to enhance both the efficiency and quality of customer service provision. The telephone number for the JCIC’s main switchboard is (02) 2191-0000; the JCIC customer service hotline is (02) 2316-3232.



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(C) Education and Awareness-raising for the General Public

1. We have continued to keep staff and volunteers on standby to provide counter service for people with questions about the content of their credit reports.
2. To strengthen awareness of the JCIC's services among the general public, we have had promotional advertisements published in various journals, including Taiwan Financial Services Roundtable Bimonthly; it is anticipated that these advertisements will help to strengthen citizens' awareness of their own rights.
3. Regarding the formulation by the FSC of the "FSC Financial Data Open Data Standards and Operational Guidelines" and the distribution of these Guidelines to relevant organizations, we have verified that all of the data posted to the Open Data section of the JCIC website is 100% compliant with the Guidelines.
4. The JCIC provided funding for the filming of the "Finance and You" micro-movie, the aim of which was to help ordinary members of the public understand the importance of establishing and maintaining good credit, and show how people can use financial institutions as a springboard to help them realize their dreams and ambitions and create happy lives for themselves. A press conference to publicize this film was held in March 22, 2017; the film has been broadcast online, and has been advertised on Facebook and YouTube. A series of marketing activities have been held to accompany the launch of the film, including a photo exhibition and lecture, a micro-enterprise start-up seminar, and a Polaroid camera "flash-mob activity," to encourage more people to view the film and help educate the public.

E. Providing Timely, Comprehensive Credit Information and Services in Line with Government Policies and Directives

(A) Creating an identity verification inquiry mechanism as stipulated in the Act Governing Electronic Payment Institutions

The JCIC has continued to work towards meeting the needs of electronic payments development in line with the provisions of the Act Governing Electronic Payment



Highlights of 2016

Institutions, assisting with the establishment of user identity verification mechanisms for electronic payment institutions to enhance transaction safety and help ensure that the benefits that the Act was expected to lead to are actually realized.

(B) Formulating the “JCIC Policy and Strategies for Ensuring Fair Treatment of Customers”

As part of the joint efforts to build a sound financial environment and strengthen consumers' trust, the JCIC has formulated the “JCIC Policy and Strategies for Ensuring Fair Treatment of Customers,” which seeks to ensure that financial consumers' rights are protected; it was approved at the 15th meeting of the JCIC's 7th board of directors on March 17, 2016.

(C) Collaborating with the government's efforts to promote the development of the FinTech sector

In line with the FSC's policy of developing the FinTech sector, the JCIC provided sponsorship for the holding of a series of “FinTech Development” seminars. In collaboration with Financial Information Service Co., Ltd. and the National Credit Card Center, the JCIC organized the “Block Chain Applications and Development Conference” and “Seminar on the Development of Mobile Payments in Taiwan – Challenges and Trends,” which were held on the morning and afternoon of August 30, 2016. In addition, in order to enhance JCIC employees' FinTech capabilities, we discuss how to apply and promote FinTech technologies, and how to support the development of innovative FinTech services and cultivate specialist FinTech talent.

(D) Applying big data analysis to the optimization of government administration

1. In support of the FSC's “Big Data Application Initiative,” the JCIC has continued to expand and optimize the scope and function of its data provision, for the reference and use of both business enterprises and the general public. On April 29, 2016, we launched “Housing Loan Statistics Inquiry Network” and “Industry Financial Statistics Inquiry Network” functions in the “Big Data Analysis” section of the JCIC website, and on June 20, 2016, we added new chart functions (including trend charts and distribution charts) to provide a more user-friendly inquiry interface, facilitating multi-dimensional cross-tabulation analysis, and enhancing both ease of use and data content availability.



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2. To enrich the content of the JCIC “Housing Loan Statistics Inquiry Network,” on December 15, 2016, we completed peering linkage with the Ministry of the Interior’s SEGIS database statistical map API.
3. As of year-end 2016, “Housing Loan Statistics” information had been downloaded over 92,000 times, and “Financial Information and Statistics by Industry” had been downloaded over 26,000 times.

(E) Supporting the implementation of the government’s Open Data policy

In support of the government’s Open Data policy, which seeks to provide the public with convenient access to transparent information, the JCIC launched an “Open Data” section on its website on February 11, 2015. In 2016, a total of 30 new types of data were added to the Open Data section; as of year-end 2016, there were a total of 90 types of information available in nine major categories: housing loans (9 items), personal credit lines (10 items), personal loans (4 items), credit cards (13 items), revolving credit and cash cards (12 items), corporate loans (17 items), corporate financial reports (10 items), car loans (4 items), and other public information (11 items).

(F) In the Doing Business 2017 report published by the World Bank, Taiwan received the highest possible score for the third consecutive year for “depth of credit information index” under the “Getting credit” indicator set, an area that the JCIC is responsible for

In the Doing Business 2017 report published by the World Bank on October 26, 2016, Taiwan received the highest possible score of 8 for “Depth of credit information” under the “Getting credit” indicator set, an area that the JCIC is responsible for, for the third consecutive year. The case studies included in the report commended the JCIC’s collection of finance leasing firm data and the provision of the “R04 Finance Lease Transaction Information” product for member institution inquiries starting from February 2014, which has made it easier for finance leasing firms to obtain electronic credit report files on behalf of borrowers.

(G) Provision of statistical reports

1. We routinely provided statistical reports on loan, credit card, cash card and debt workout information etc. to meet the supervisory needs of the FSC and other



Highlights of 2016

agencies (including the Central Bank, the Department of Economic Development of the National Development Council, and the Bankers Association), and for their reference in policy formulation and adjustment.

2. We provided the “Statistical Report on Overseas Study Student Loans” to the Ministry of Education on a monthly basis.
3. We provided the Construction and Planning Agency of the Ministry of the Interior with statistical data on real estate transaction prices, and real estate transaction unit price distribution chart and price range data, on a quarterly basis; we also provided average unit prices of real estate transactions every month, as requested by the Ministry of Finance.
4. We provided the Small and Medium Enterprise Administration of the MOEA with statistical data on loans extended by member institutions that participate in the SME Loan Service Platform on a quarterly basis, as a reference for the Administration in assessing Platform performance and in policy formulation.
5. We provided necessary statistical information to the FSC from time to time when needs arose.

F. Improving Internal Management and Organizational Efficiency

(A) Enhancing internal management systems

1. We continued to review and amend internal management rules, reviewing or amending 16 such rules in 2016, to ensure that all internal operating procedures have a legal basis and are relevant to actual operational needs.
2. To ensure the sound operation of the JCIC, we consistently implemented internal control procedures and made timely adjustments and revisions. We also began formal implementation of the chief compliance officer system starting from January 1, 2015, and scheduled organization-wide compliance self-evaluations in June and December each year.
3. To ensure thorough implementation of the JCIC’s risk management mechanisms, meetings were held in March and September 2016 to monitor risk management implementation.



Highlights of 2016

4. To strengthen the JCIC's video surveillance function and management mechanisms, in late December 2016 we completed the upgrading of video surveillance capabilities throughout our offices and computer rooms.
5. We continued to make effective use of our document management system and consumables management system, etc., to enhance internal management efficiency and reduce management costs.
6. We continued to implement reviews of our purchasing, personnel, and property management operations, and revised our operating processes to boost operational performance.
7. We continued to hold annual employee training courses and to review, in a timely manner, the professional training courses required for personnel working in various capacities to hone their professional skills and know-how. We also held lunch-break lectures, motivational enhancement activities and cultural activities, and worked to strengthen the content of employee club activities, so as to promote the physical and mental health of our employees.

(B) Carrying out internal audits

1. To enhance the efficiency and quality of self-inspections and make sure that all internal units carry out self-inspections in accordance with their submitted annual self-inspection plans and take improvement actions where necessary, the JCIC's Internal Audit Office continued to check every month whether all units conducted self-inspections in accordance with their self-inspection plans. The Internal Audit Office also conducted assessment of self-inspections carried out by various units starting from the end of 2015 in accordance with Point 8 and Point 9 of the "Guide for Self-inspection Operations" and with the "JCIC Year-end Audit Checklist for Self-inspection and Internal Audit of Various Units." To ensure fair assessment, in January 2016 the year-end audit plan for 2016 was revised on the basis of 2015 assessment results, and at year-end 2016 the self-inspection results were assessed on the basis of the revised auditing plan; the assessment results were used as a reference in the year-end evaluation of each unit.
2. Following the establishment of the internal auditing management system in January 2015, all internal auditing operational processes have been computerized and standardized. Every stage, from audit plan formulation



Highlights of 2016

through audit operation assignment and implementation, follow-up and taking of improvement actions in relation to issues revealed by internal audits, and submission of audit results to the board of directors and the board of supervisors, etc., is now carried out using centralized data collection and a centralized management platform, facilitating efficient internal audit process management and effective exercise of audit functions by the Internal Audit Office.

3. The Internal Audit Office completed implementation of all 34 special audits and all regular audits specified in the 2016 audit plan, including new audits such as the auditing of “Electronic Payment Institution Inquiry Service,” “Personal Online Credit Report Service,” and “Online Credit Report Application Service for Lease Finance Companies Acting on Behalf of Data Principals.” The JCIC also completed implementation of information system security protection measures and two special audit projects commissioned by the competent authorities in relation to the First Commercial Bank ATM theft incident; in addition, the Internal Audit Office completed implementation of internal assessment operations in relation to the Taiwan Personal Information Protection and Administration System (TPIPAS), to ensure the continued effectiveness of this system and the related certification.
4. To ensure the continued upgrading of auditing staff’s professional capabilities, we held training courses for ISO27001:2013 information security management auditing personnel international certification and TPIPAS personal-data management specialist and internal assessor certification.

G. Expanding International Exchange and Raising JCIC’s International Profile

1. In order to strengthen international exchange and collaboration and raise Taiwan’s international visibility, we continued to send personnel to attend the meetings of international credit information reporting organizations and international credit information conferences, thereby helping to expand the scope of international exchange and absorb experience from other countries. The JCIC’s Vice President led a delegation to attend the Association of Consumer Credit Information Suppliers (ACCIS) AGM and Conference in Lisbon, Portugal, on June 8 – 10, 2016; JCIC Chairman has led a delegation



Highlights of 2016

to attend the 10th World Consumer Credit Reporting Conference (WCCRC) in Toronto, Canada, on September 25 – 27, 2016.

2. To strengthen collaboration and exchange between credit reporting organizations in Asia, on November 30, 2016, a JCIC delegation visited South Korea to form a joint working group with Korea Credit Information Services (KCIS) and Thailand's National Credit Bureau (NCB), to undertake preparatory work for the planned establishment of the Asia Credit Reporting Network (ACRN).
3. To promote international collaboration, the JCIC continued exchanges with its counterparts in other countries. It received a delegation from Japan's Credit Information Center (CIC) on July 11, 2016, a group of APEC Financial Regulators from the Philippines and Vietnam on October 6, 2016, and a team from the Credit Finance Association of Korea on November 23, 2016.



List of Member institutions

Domestic Banks (40)

Bank of Taiwan	China Development Industrial Bank Inc	Bank SinoPac Company Limited
Land Bank of Taiwan	Industrial Bank of Taiwan	E. Sun Commercial Bank, Ltd.
Taiwan Cooperative Bank	Taiwan Business Bank	KGI Bank
First Commercial Bank	Standard Chartered Bank (Taiwan) Ltd.	Taishin International Bank
Hua Nan Commercial Bank, Ltd.	Taichung Commercial Bank	Ta Chong Bank Ltd.
Chang Hwa Commercial Bank	King's Town Bank	Jih Sun International Bank
Citibank Taiwan Ltd.	Hwatai Bank	En Tie Commercial Bank
The Shanghai Commercial & Savings Bank, Ltd.	Shin Kong Commercial Bank	Chinatrust Commercial Bank
Taipei Fubon Commercial Bank	Sunny Bank	HSBC Bank (Taiwan) Ltd.
Cathay United Bank	Bank of Panhsin	Bank of Taipei
The Export-Import Bank of the Republic of China	Cota Commercial Bank	DBS Bank (Taiwan) Ltd.
Bank of Kaohsiung	Union Bank of Taiwan	ANZ Bank (Taiwan) Ltd.
Mega International Commercial Bank	Far Eastern International Bank	
Agricultural Bank of Taiwan	Yuanta Bank	



List of Member institutions

Taiwan Branches of Foreign Banks (20)

Citibank N.A.	UBS AG	Standard Chartered Bank
Bank of America, N.A.	United Overseas Bank	Sumitomo Mitsui Banking Corporation
Bangkok Bank Public Company Ltd.	Deutsche Bank AG	The Bank of Tokyo-Mitsubishi UFJ, Ltd.
Metropolitan Bank and Trust Co.	The Bank of East Asia, Ltd.	Australia and New Zealand Banking Group Ltd.
BNP PARIBAS	DBS Bank Ltd, Taipei Branch	Oversea-Chinese Banking Corporation Ltd.
The Hongkong and Shanghai Banking Corp., Ltd.	ING Bank, N.V.	JPMorgan Chase Bank, N.A.
Calyon Corporate and Investment Bank	Mizuho Corporate Bank, Ltd.	

Bills Finance Companies (8)

Mega Bills Finance Corp.	Dah Chung Bills Finance Corp.	Ta Ching Bills Finance Corp.
China Bills Finance Corp.	Taiwan Finance Corp.	Taiwan Cooperative Bills Finance Corp.
International Bills Finance Co., Ltd.	Grand Bills Finance Co.	

Securities Finance Companies (2)

Global Securities Finance Co., Ltd.	Yuanta Securities Finance Co., Ltd.
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List of Member institutions

Credit Cooperative Associations (23)

The Fifth Credit Cooperative Association of Taipei	The Third Credit Cooperative Association of Hsinchu	The Third Credit Cooperative Association of Tainan
The Keelung First Credit Cooperative	The Second Credit Cooperative Association of Taichung	The Third Credit Cooperative Association of Kaohsiung
The Second Credit Cooperative Association of Keelung	The First Credit Cooperative Association of Changhua	The First Credit Cooperative Association of Hualien
The Danshuei First Credit Cooperative Bank	The Fifth Credit Cooperative Association of Changhua	The 2nd Credit Cooperative Association of Hualien
The Danshuei Credit Cooperative Association of Taipei County	The Sixth Credit Cooperative Association of Changhua	The First Credit Cooperative Association of Penghu
The Yilan Credit Cooperative Association of Yilan County	The Tenth Credit Cooperative Association of Changhua	The Second Credit Cooperative Association of Penghu
Credit Cooperative Association of Taoyuan	The Credit Cooperative Association of Lugang	Kinmen Credit Cooperative Association
The First Credit Cooperative Association of Hsinchu	The Third Credit Cooperative Association of Chiayi	



List of Member institutions

Life Insurance Companies (15)

Taiwan Life Insurance Co., Ltd.	Shin Kong Life Insurance Co., Ltd.	Hontai Life Insurance Co., Ltd.
Prudential Life Assurance Co., Ltd.	Fubon Life Assurance Co., Ltd.	Allianz President Life Insurance Co., Ltd.
Cathay Life Insurance Co., Ltd.	Mass Mutual Mercuries Life Insurance Co., Ltd.	Yuanta Life Insurance Co., Ltd.
China Life Insurance Company, Ltd.	Chaoyang Life Insurance Co., Ltd.	BankTaiwan Life Insurance Co., Ltd.
Nan Shan Life Insurance Co., Ltd.	Far Glory Life Insurance Co., Ltd.	TransGlobe Life Insurance Inc.

Property Insurance Companies (2)

Cathay Century Insurance Co., Ltd.	Tokio Marine Nawa Insurance Co., Ltd.
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Credit Departments of Fishermen's Associations (28)

Keelung District	Yunlin District	Liuchiu District
Wanli District	Chiayi District	Singang District
Rueifang District	Nansh District	Penghu District
Toucheng District	Nansian District	Linyuan District
Su-ao District	Kaohsiung District	Singdagang District
Taoyuan District	Siaogang District	Linbian District
Hsinchu District	Mituo District	Fangliao District
Nanlong District	Yongan District	Zihguan District
Tongyuan District	Donggang District	Kinmen District
Changhua District		



List of Member institutions

Credit Departments of Farmers' Associations (283)

Shihlin District	Taishan District	Gueishan District
Beitou District	Linkou District	Bade District
Neihu District	Lujhou District	Dasi District
Nankang District	Wugu District	Fusing District
Mujha District	Bali District	Dayuan District
Jingmei District	Danshuei District	Lujhu District
Keelung City	Sanjhih District	Guanin District
Jinshan District	Shihmen District	Hsin Chu City
Banciao District	Yilan City	Jhubei City
Sijhih District	Toucheng Township	Hukou Township
Shekeng District	Jiaosi Township	Sinpu Township
Shihding District	Jhuangwei Township	Guansi Township
Rueifang District	Yuanshan Township	Cyonglin Township
Pingsi District	Luodong Township	Baoshan Township
Sindian District	Sansing District	Sinfeng Township
Pinglin District	Wujie Township	Jhudong District
Jhonghe District	Dongshan Township	Hengshan District
Tucheng District	Suao District	Beipu Township
Sansia District	Pingjhen District	Emei Township
Shulin District	Longtan District	Jhunan Township
Yingge District	Yangmei District	Toufen Township
Sanchong District	Sinwu District	Sanwan Township
Sinjhuang District	Taoyuan District	Nanjhuang Township



List of Member institutions

Shihtan Township	Daya District	Huatan Township
Houlong Township	Datu District	Sioushuei Township
Tongsiao Township	Shalu District	Lugang Township
Yuanli Township	Longjing District	Siansi Township
Miaoli City	Wuci District	Fusing Township
Zaociao Township	Cingshuei District	Hemei Township
Touwu Township	Dajia District	Shengang Township
Gongguan Township	Waipu District	Yuanlin Township
Dahu District	Da-an District	Shetou Township
Tongluo Township	Shengang District	Yongjing Township
Sanyi Township	Fengyuan District	Pusin Township
Sihu Township	Nantou City	Sihu Township
Jhuolan Township	Jhongliao Township	Dacun Township
Taichung District	Caotun Township	Tianjhong Township
Tai ping District	Guosing Township	Beidou Township
Dali District	Puli Township	Tianwei Township
Wufong District	Ren-ai Township	Pitou Township
Wurih District	MingJian Township	Sijhou Township
Houli District	Jiji Township	Jhutang Township
Shihgang District	Shueili Township	Erlin Township
Dongshih District (Taichung)	Yuchih Township	Dacheng Township
Heping District	Sinyi Township	Ershuei Township
Sinshe District	Jhushan Township	Puyan Township
Tanzih District	Lugu Township	Fenyuan Township



List of Member institutions

Fangyuan Township	Meishan Township	Shanshang District
Changhua City	Jhuci District	Cigu District
Dounan Township	Alishan Township	Guanmiao District
Dapi Township	Jhongpu Township	Longci District
Huwei Township	Shueishang Township	Guantian District
Tuku Township	Lucao Township	Madou District
Linnei Township	Taibao City	Jiali District
Baojhong Township	Puzih City	Sigang District
Dongshih Township (Yunlin County)	Dongshih Township	Jiangiyun District
Taisi Township	Lioujiao Township	Syuejia District
Lunbei Township	Singang Township	Beimen District
Mailiao Township	Minsyong Township	Singing District
Douliou City	Dalin Township	Houbi District
Gukeng Township	Sikou Township	Baihe District
Cihtong Township	Yijhu Township	Dongshan District
Siluo Township	Budai Township	Sinshih District
Erlun Township	Tainan District	Lioujia District
Beigang Township	YongKang District	Siaying District
Shueilin Township	Gueiren District	Liouying District
Kouhu Township	Sinhua District	Yanshuei District
Sihhu Township	Zuojhen District	Shanhua District
Yuanchang Township	Yuching District	Danei District
Chiayi City	Rende District	Nanhua District
Fanlu Township	Anding District	Nanshi District



List of Member institutions

Kaohsiung District	Jiasian District	Jiadong Township
Siaogang District	Jiading District	Gaoshu Township
Renwu District	Neimen District	Chaozhou Township
Dashe District	Jiouru Township	Pingtung County
Dashu District	Ligang Township	Hualien City
Liouguei District	Linluo Township	Sinsiou District
Gangshan District	Neipu District	Jian Township
Lujhu District	Kinding Township	Shoufong Township
Alian District	Nanjhou District	Fongrong District
Tianliao District	Donggang Township	Guangfeng District
Yanchao District	Liouciou Township	Rueisuei Township
Ciaotou District	Fangshan District	Yusi District
Zihguan District	Hengchun Township	Fuli Township
Mituo District	Manjhou Township	Taitung District
Yongan District	Xinguan Township	Luye District
Hunei District	Pintung City	Guanshan Township
Fongshan District	Checheng District	Chihshang Township
Daliao District	Fangliao Area	Donghe Township
Linyuan District	Wanluan Area	Chenggong Township
Niao-Song District	Jutian Township	Changbin Township
Cishan District	Wandan Township	Taimali District
Meinong District	Changjih Township	Penghu County
Shanlin District	Linbian Township	Lienchiang County
		National Farmers' Association, ROC



List of Member institutions

Credit Card Issuers (5)

National Credit Card Center of R.O.C.	Aeon Credit Card (Taiwan) Co., Ltd.	Taiwan Rakuten Card, Inc.
American Express Cards Internation Inc.	Global Payments Asia Pacific Hong	

Other Institutions (5)

Small and Medium Business Credit Guarantee Fund (SMEG)	Taiwan Small Business Integrated Assistance Center	Chunghwa Post Co., Ltd.
Agricultural Credit Guarantee Fund	Central Deposit Insurance Corp.	



Major Events in 2016

Date	Events
2016/01/20	The Fangliao Fishermen's Association of Pingtung County is accepted as a new member of JCIC, bringing the total number of JCIC member institutions to 430.
2016/02/29	Regarding applications from approved electronic payment institutions to implement peering-type inquiries and make use of JCIC data, the number of institutions for which JCIC has completed application review and approved the applications rises to 10 financial institutions that are concurrently providing electronic payment services, and 2 specialist electronic payment institutions.
2016/03/10	JCIC's official website is rated "Excellent" by the Financial Supervisory Commission (FSC) in its evaluation of the operational performance of the websites of FSC auxiliary institutions.
2016/03/14	The "Open Data" section of the JCIC website adds 2 new categories of de-identified statistics for use by the general public, both of which relate to corporate financial statements.
2016/03/31	Regarding applications from approved electronic payment institutions to implement peering-type inquiries and make use of JCIC data, the number of institutions for which JCIC has completed application review and approved the applications rises to 12 financial institutions that are concurrently providing electronic payment services, and 2 specialist electronic payment institutions.
2016/04/29	JCIC launches "Housing Loan Statistics Inquiry Network" and "Industry Financial Statistics Inquiry Network" functions in the "Big Data Analysis" section of the JCIC website, and provides a user-friendly inquiry interface which supports multi-dimensional cross-tabulation analysis and new inquiry result export functions.
2016/04/29	JCIC rolls out a new product: "P02 Manufacturer Import/Export Information"
2016/04/30	Regarding applications from approved electronic payment institutions to implement peering-type inquiries and make use of JCIC data, the number of institutions for which JCIC has completed application review and approved the applications rises to 15 financial institutions that are concurrently providing electronic payment services, and 3 specialist electronic payment institutions.



Major Events in 2016

Date	Events
2016/05/18	The training activities for member institutions included in JCIC's 2016 Training Plan include: 8 "Data Reporting Training Courses," 32 "Credit Information Product Seminars," 5 sessions of the "Information Security Education 'Train the Trainers' Training Course," and 9 sessions of the "Workshop on Credit Information Security Control, Inquiry & Audit Operations," in addition to 1 session each of two new training activities: "Credit Information Product Seminar – Verifying the Reasons for Inquiries and the Identity of the Inquirer," and "Credit Information Product Seminar – Loans (including Consumer Finance and Corporate Loans) and Credit Cards (including Branded Cards)."
2016/05/31	Regarding applications from approved electronic payment institutions to implement peering-type inquiries and make use of JCIC data, the number of institutions for which JCIC has completed application review and approved the applications rises to 15 financial institutions that are concurrently providing electronic payment services, 3 specialist electronic payment institutions, and 1 specially approved institution.
2016/06/15	JCIC rolls out a new product: "C01 Information on Transaction Limits for Financial Derivative Products and Drawdown"
2016/06/20	JCIC adds new chart functions to the inquiry system of the "Big Data Analysis" section of the JCIC website, thereby enhancing data accessibility.
2016/06/30	Regarding applications from approved electronic payment institutions to implement peering-type inquiries and make use of JCIC data, the number of institutions for which JCIC has completed application review and approved the applications rises to 15 financial institutions that are concurrently providing electronic payment services, 4 specialist electronic payment institutions, and 1 specially approved institution.
2016/07/01	JCIC rolls out new products: "S10 Inquiry Statistics – Detailed Information" and "S11 Details of Inquiry Records for the Most Recent Fiscal Year"
2016/07/06	A delegation from Japan's Credit Information Center (CIC), headed by CIC President Mr. Tatsuya Shinose, visits JCIC for bilateral exchange.
2016/07/12	Responding to the extensive damage caused by Typhoon Nepartak in the Taitung region of Taiwan, JCIC fulfils its corporate social responsibility by donating NT\$1 million to the special fund set up by the Ministry of Health and Welfare, to help residents affected by the typhoon to rebuild their homes.
2016/07/18	In line with the introduction by the Bureau of Agricultural Finance, Council of Agriculture, Executive Yuan, of a new code number system for identifying farmers' and fishermen's associations, JCIC completes the recoding operations for the first batch of farmers' and fishermen's associations today.



Major Events in 2016

Date	Events
2016/07/26	JCIC passes recertification by the BSI to maintain the validity of its ISO 27001 international information security certification.
2016/08/01	JCIC completes the revision of seven products and corporate account header information items: "A08 List of Company Directors, Supervisors and Managers," "A11 List of Enterprises in Which an Individual Serves as Director, Supervisor or Manager, or as Responsible Person in the Case of a Sole Proprietorship or Partnership," "A13 Company, Sole Proprietorship and Partnership Registration, and Amendments and Changes in Such Registration," "A16 Directorship and Supervisorship Information Posted on the Commerce Department Website," "J05 Personal Comprehensive Credit Report Information – for the Use of Farmers' and Fishermen's Associations Only," "N01 Business Operator Personal Details," and "Z90 Financial Institution Creditor List – Statute for Consumer Debt Clearance."
2016/08/11	The Chaujou Fishermen's Association of Pingtung County is accepted as a new member of JCIC, bringing the total number of JCIC member institutions to 431.
2016/08/25	The 2016 edition of the "IFRSs Consolidated/Separate Financial Statements and Industrial Financial Ratios" is published.
2016/09/23	The "Open Data" section of the JCIC website adds 4 new categories of de-identified statistics for use by the general public, including statistics on the amount of secured loans, classified by loan purpose, etc.
2016/10/01	JCIC begins the process of replacing member institutions' inquiry IC cards, so as to upgrade the card operation system and master key system, and strengthen the IC card encryption function.
2016/10/26	The World Bank publishes the Doing Business 2017 report. In this report, Taiwan receives the highest possible score of 8 for the "Depth of credit information" indicator, an area that the JCIC is responsible for, for the third consecutive year. The rankings presented in Doing Business are based on comparison of 190 economic entities; Taiwan's score of 8 points for "Depth of credit information" is significantly higher than both the average score for East Asia and Pacific region countries (4.2 points) and the average score for the high-income member nations of the OECD (6.5 points).
2016/11/01	The revised "Guidelines for Reporting Information on Affiliated Enterprises & Enterprise Groups" are brought online.
2016/11/01	JCIC rolls out the revised version of "B29 New loan and repayment information (including the amount of DBR22) - by bank."
2016/11/10	JCIC passes Taiwan Personal Information Protection and Administration System (TPIPAS) on-site re-certification assessment to maintain the validity of its TPIPAS certification.



Major Events in 2016

Date	Events
2016/11/15	“G20 Consolidated loan information on borrowers and enterprises whose representatives are insiders of the borrowers” is withdrawn, and JCIC completes the revision of 5 products: “G21 List of affiliated persons / enterprises & 3-quarter loan balance information,” “G22 List of affiliated persons / enterprises & outstanding loan structure information,” “G23 List of affiliated persons / enterprises & outstanding loan structure information - by purpose,” “G26 Summary of credit information on affiliated enterprises & enterprise groups,” and “G27 Summary of credit to affiliated enterprises / enterprise group.”
2016/11/30	Regarding applications from approved electronic payment institutions to implement peering-type inquiries and make use of JCIC data, the number of institutions for which JCIC has completed application review and approved the applications rises to 15 financial institutions that are concurrently providing electronic payment services, 5 specialist electronic payment institutions, and 1 specially approved institution.
2016/12/15	To enhance the database of its mortgage statistics inquiry system, JCIC links the database with the Ministry of the Interior’s SEGIS database statistical map API.
2016/12/27	At the Tenth “Golden Security Award and Golden Quality Award Ceremony,” a total of 10 institutions receive the “Golden Security Award,” and 15 institutions receive the “Golden Quality Award.” The JCIC also presents “Golden Security Prizes” to 10 outstanding individual personnel recommended by member institutions and “Golden Quality Prizes” to 18 outstanding individual personnel. Each award-winner received a commemorative trophy and a cash prize of NT\$50,000. The Award Ceremony was attended by Mr. Cheng Mount-Cheng, Vice Chairman of the FSC, Ms. Wang Li-Chuang, Director General of the Banking Bureau, FSC, Mr. Chu Chien-Wei, Deputy Director of the Bureau of Agricultural Finance, Council of Agriculture, and Mr. Lu Jye-Cherng, Chairman of the Bankers Association, along with various other senior officials, who gave addresses and presented the awards.



Joint Credit Information Center

16F, No. 2, Sec.1, Chong Ching S. Rd., Taipei 100, Taiwan
Tel (02)2191-0000 • Fax (02)2311-8277

www.jcic.org.tw