

The Credit Bureau of Taiwan



JCIC

ANNUAL REPORT 2020

Joint Credit Information Center

JCIC Annual Report 2020

Contents

01	Foreword
08	History
10	Objectives
11	Organizational Structure
13	Directors and Supervisors
14	Services
16	Highlights of 2020
20	List of Member institutions
29	Major Events in 2020



FOREWORD

The Joint Credit Information Center (JCIC) is the only credit-reporting agency in Taiwan established under the Regulations Governing Authorization and Administration of Service Enterprises Engaged in Interbank Credit Information Processing and Exchange. The JCIC is also the only credit information service agency in Taiwan that collects comprehensive credit information from financial institutions across the country. The nationwide credit information databank it has maintained covers positive and negative credit information of individuals and businesses in the country that have credit dealings with financial institutions. By using this well-established databank, the JCIC develops various credit information products and services and, in compliance with the inquiry requirements by law and comprehensive information security considerations, provides complete, correct, and prompt credit information to member institutions through instant, convenient inquiries and services. The information will assist members in their credit reviews in order to manage the customers' overall credit risks. Operating under three directives—strengthening information security and internal control systems; enhancing the accuracy, timeliness and integrity of data while developing value-added credit products; and expanding and upgrading the efficiency and stability of the IT system, the JCIC not only aspires to help member institutions strengthen their risk management capability but also complies with regulatory policies of the competent authorities, maintains financial stability, enhances credit report services for data principals, and raises awareness of the public while fulfilling its social responsibilities.

In 2020, with the guidance of the authorities, the assistance of the member institutions, and the hard work of the entire personnel, the JCIC also obtained good results in several major fields.

With respect to ensuring information security, based on the Governmental Institutions Information Security Responsibility Level Categorization Regulations and the internal Computer System Information Security Evaluation Guidelines, we continued implementing information security diagnosis and evaluation, and conducted monitoring and management to continue strengthening the vertical protection of information security. The JCIC obtained certification by the ISO27001 information security management system on June 30, 2020, as well as the third-party certification of the Taiwan Personal Information Protection Review and Administration System (TPIPAS) on November 11, 2020, thus maintaining the validity of the certifications.



FOREWORD

With regard to the promotion of FinTech, the JCIC was commissioned by the FSC to serve as the convener of the Data Governance Group of the FinTech Co-Creation Platform to assist the FSC in formulating such operations as cross-institutional and cross-market information sharing in the financial market, leveled information management and the development of a standardized mechanism of financial mobile identity verification. On December 11, 2020, the first group meeting was convened. In addition, in compliance with the promotional measures of cross-institutional information sharing in the financial market as indicated in the FinTech Development Roadmap of the FSC, the JCIC met with various FinTech companies in July and August, 2020, to understand their needs and to discuss solutions. In the future, the JCIC will comply with policies and continue to study the promotion of joint credit information sharing under the premise of equal rights and obligations, compliance with legal regulations, information security and personal data protection.

With respect to Big Data and Open Data, the JCIC regularly updated the "Home Loan Statistics" and "Industry-specific Financial Statistics" in the "Big Data Analysis" section for the general public. In addition, the center continued to improve the quality of the existing information in Open Data, upgraded Open Data to the highest level (platinum) and assisted the FSC in winning second place in the Open Data Gold Award in 2020.

With regard to the expansion of information service scope: 1. In compliance with the governmental policies of FinTech and financial inclusion, the JCIC has completed setting up the governmental information connection survey platform and, with authorization, assisted members to make online inquiries about personal income and asset information from the Ministry of Finance, the professional insurance data from the Bureau of Labor Insurance, Ministry of Labor, and the driver's license and registration information from the Directorate General of Highways, MOTC, since January 15, 2020. 2. In compliance with the FSC Green Finance Action Plan 2.0, the JCIC added more information to the Environmental, Social and Governance (ESG) information disclosure, under the product A13 Companies, limited partnership, commercial registration and changes, history and ESG winner, the two items of public information of "excellent companies in voluntary reduction of greenhouse gas emission recognized by the Industrial Development Bureau, Ministry of Economic Affairs" and "National Enterprise



FOREWORD

Environmental Protection Award by the Environmental Protection Administration, Executive Yuan" were added. The information became available for inquiries by financial institutions on November 2, 2020. 3. In line with the implemented policies, negative credit information provided by the JCIC for use by financial institutions and security companies will be made available for inquiries beginning March 31, 2020. The member institutions of the JCIC may inquire whether clients have violation records of credit businesses such as credit transaction (excluding short sales), securities loans, non-restricted purpose loans at securities dealers, and securities dealers may inquire whether clients have negative records in credit businesses such as loans, overdraft, discount, warranty and acceptance via the Taiwan Stock Exchange to strengthen risk control in credit businesses. 4. The JCIC's corporate credit scoring system V. 3 was rolled out on May 29, 2020. The revision was focused on expanding the scoring scope, applying financing and lease information in scoring, adjusting the calculation method of the number of new business inquiries based on practice and refining the risk segmentation of responsible persons, which could improve the effectiveness of prediction of the system and enhance the reasonableness of the system.

With regard to the cooperation with the governmental relief measures in response to COVID-19: 1. The relief plan category was added to the credit reporting files and products to assist member institutions in controlling quotas and to cooperate with the competent authorities to gather relevant statistics. 2. In cooperation with the relief loans from the Ministry of Labor to laborers, the JCIC added the product of R20 laborer insurance purchase / laborer pension fund deduction information for inquiries only by the financial institutions handling the relief loans from the Ministry of Labor to laborers. In addition, in cooperation with the relief loans from the Ministry of Labor to laborers and the small and medium-sized enterprise loan plan C from the Central Bank of the Republic of China (Taiwan) (only for small-scale business entities), the JCIC obtained information on returned checks under NT\$500,000 due to lack of funds by signing a contract with the Taiwan Clearing House and added the product D10 information on returned checks under NT\$500,000 - exclusively for small and medium-sized enterprise loan plan C from the Central Bank of the Republic of China (Taiwan) and relief loans from the Ministry of Labor for inquiries by financial institutions that handle the aforementioned loans. 3. In cooperation with the policies of the competent authorities and the control measures on the handling of relief loans by financial



FOREWORD

institutions, the JCIC added relevant reasons for inquiries on relief loans. Financial institutions that handle the relief loans from the Ministry of Labor to laborers and the small and medium-sized enterprise loan plan C from the Central Bank of the Republic of China (Taiwan) may use the JCIC's inquiry products for free. 4. In cooperation with the personal assistance and handling measures announced by the FSC and the postponed payment measures provided by the Bankers Association to the parties of the "2006 Bankers Association debt negotiation / preliminary negotiation / preliminary mediation" who were affected by the pandemic, the JCIC revised the relevant reporting files and approval mechanisms accordingly. In cooperation with the "temporary postponement on payment" measures provided by the Bankers Association to the parties of the "2006 Bankers Association debt negotiation / preliminary negotiation / preliminary mediation" who had difficulties keeping up with the payments due to the impacts of the pandemic, the JCIC revised the postponed payment reporting files and disclosure of related products accordingly. The revisions were rolled out on March 11, 2020. Subsequently, the Bankers Association extended the acceptance deadline of relevant relief measures to the end of December, 2020, and the JCIC again revised the relevant reporting files and rolled them out on August 5, 2020.

With regard to strengthening risk management mechanisms, in cooperation with the demands by the FSC on the promotion of international supervisory regulations and the continued improvement on bank credit risk management techniques, the JCIC continued studying the issues in Basel II and stress-test of the amendment of operating procedures as well as focused on the connection between the overall environment and the risk indicators and issues related to stress-test of the climate changes. In order to assist the FSC with supervision relevant to the adoption of the Internal Ratings-Based Approach (IRB), the JCIC enhanced the IRB approach benchmark model and focused on the presentation and application of the comparative analysis results of the three risks of PD, LGD and EAD. To assist the FSC with the establishment of the IRB approach benchmark model, the JCIC outsourced the research project of "personal and corporate credit scoring card calibration and verification" and shall summarize the relevant research outcome and submit the "establishment and application of the IRB approach benchmark model" report to the FSC.



FOREWORD

With respect to the fulfillment of social responsibilities, the JCIC continued its financial support for the Taiwan Financial Services Roundtable Education Fund, the College Students Financial-sector Employment Program, the Financial Sector Food Bank, and the tug-of-war teams of the Taipei Jingmei Girls High School and its partner junior high schools, while promoting digital care plans in remote rural areas and assisting remote rural schools in establishing a digital learning environment. These actions show our continued commitment to disadvantaged groups and social welfare.

With regard to services to the public, the JCIC participated in the national tax bureau one-stop service program that allows for inquiries about information on the estates of deceased relatives, and after the test operation from December 1, 2019 to June 30, 2020, the JCIC expanded the program nationwide on July 1, 2020, to allow for free inquiries about "personal credit reports and unpaid debt information" of the deceased to assist heirs with obtaining complete information on the financial debts of the deceased. On October 5, 2020, the JCIC launched a new version of personal comprehensive credit report to improve friendliness for credit report inquiries and produced animated short videos for education and promotion accordingly. At the same time, the JCIC produced a commercial video "Dream Grocery Shop" to educate the general public on the importance of cherishing one's own credit. The video was premiered in the annual Golden Security, Golden Quality and Golden Excellence Awards on December 29, 2020, and published on the JCIC official website, Facebook and Youtube for the general public to view. During the COVID-19 pandemic, the JCIC established a COVID-19 section on its official website and explained the issues that the general public is concerned about through the Q&A part in the section. In view of the pervasive impact that the COVID-19 pandemic has on the national economy, the inquiry records by financial institutions for the application of governmental relief loans were not calculated towards the number of inquiries when calculating the personal and corporate credit scoring so that the credit scoring of the persons impacted by the pandemic may be treated more fairly.

Looking to 2021, the JCIC remains committed to its mandate, supporting the policies of the competent authorities and endeavoring to meet the expectations of its member institutions and of the general public by working steadily towards the following goals in an innovative manner:



FOREWORD

- I. Participating in the national tax bureau one-stop service program that allows for inquiries about information on the estates of deceased relatives and adjusting the process accordingly to allow for easier inquiries about personal credit reports and unpaid debt information of the deceased. Continual improvement on the smart customer service on the JCIC official website to expand the service channels for the general public and improve service efficiency, while continuing to expand the Big Data analysis and Open Data contents on the official website for access by the general public.
- II. In response to the development of internet banking, the JCIC shall assist the new members that are online-only banks to realize the credit information inquiry security control mechanism, and enhance the information security control and review on financing and leasing companies that apply for credit report on behalf of the data principal. It will continue to improve the governmental information connection survey platform and the SME financing service platform, develop products related to the business of factoring without recourse and commercial invoice details in order to assist financial institutions to enhance corporate credit risk control, conduct upgrades on the consumer credit scoring system and assist members to conduct risk management services such as risk clientèle analysis, scoring applications and strategy development.
- III. Assisting the FSC in promoting the "establishment and enhancement of an integrated inquiry platform on ESG-related information" of the information disclosure aspect of the Green Finance Action Plan 2.0. The JCIC is currently discussing the offering of assistance on the implementation of climate change scenario analysis and stress test by financial institutions. The JCIC is also discussing the incorporation of the UN SDG indicators to expand its ESG database to provide financial institutions with evaluation on the sustainable development performance of companies to which they provide loans. The aim is to guide the enterprises to pay attention to environmental, societal and corporate governance issues.
- IV. In order to assist the FSC with supervision relevant to the adoption of the Internal Ratings-Based Approach (IRB) and to comply with the FinTech Development Roadmap of the FSC, the JCIC shall continue to discuss the methods in which the data principal may realize their information autonomy and to assist in the



FOREWORD

cross-institutional information sharing in the financial market. In response to the international Suptech development trends, the JCIC shall conduct research on the practical operation of related domestic and foreign institutions to assist the competent authority in the implementation of relevant supervisory mechanisms.

V. Cooperating with the Financial Cyber Security Action Plan announced by the FSC, the JCIC shall continue to enhance the information security protection measures and realize information security control mechanisms. The JCIC shall also enhance the functions of all application systems, plan and establish new business inquiry systems, continue to replace hardware and upgrade software, realize system monitoring, redundancy and backup to ensure uninterrupted information services.

VI. Conducting certification by the ISO27001 information security management system as well as the third-party certification of the Taiwan Personal Information Protection Review and Administration System (TPIPAS) to maintain the validity of the certifications. The JCIC will also consider applying for the APEC Cross-Border Privacy Rules (CBPR) certification to enhance the credibility of the JCIC in personal-data protection internationally.

VII. Continuing to promote the popularization of financial knowledge, to sponsor charity activities to fulfill social responsibility.

The JCIC remains committed to its mission of enhancing credit information content, providing accurate, timely, comprehensive credit information, and ensuring that credit information is used safely. In the future, the JCIC will be working to build on its existing foundation and continuing to strengthen information security, enhance information quality, and expand value-added information. While working constantly to achieve continuous improvement, the JCIC will work together with its member institutions to build a better, sounder credit transaction environment in Taiwan, thereby strengthening the asset quality of Taiwan's financial sector, raising public awareness of the importance of credit information, actualizing the principle of sustainable operations, and creating a better future with the rest of the world.



History

Company Profile and Mission

The Joint Credit Information Center (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 that compiles and processes all types of credit information in accordance with the law.

The JCIC is the only credit-reporting agency in Taiwan. It is both a public and a private agency that collects credit information about individuals and enterprises, develops a credit-scoring system for individuals and enterprises, and maintains a nationwide credit information databank to provide credit records as well as operational and financial information of economic entities for inquiries or use by member institutions, thereby ensuring the safety of credit transactions to promote the sound development of a national credit system, and to provide the information needed by the competent authority for financial supervision or policy formulation.

Inclusive Finance for the General Public

In compliance with the financial inclusion policies promoted by the Financial Supervisory Commission (FSC), the JCIC adheres to the mandate of a non-profit foundation and its social responsibilities, provides a range of inquiry services, such as credit report inquiries and accepting credit notation applications and credit inquiries. Beginning July 1, 2011, the public can apply for credit reports conveniently at the post office. Beginning July 1, 2012, individuals could apply for a free credit report once every year. Beginning May 1, 2015, the public could apply for credit reports at the post office at no additional service charge. Beginning November 1, 2015, individuals could apply for online credit reports via



History

citizen digital certificate on the JCIC website to obtain safe and immediate access to personal credit information. Beginning January 1, 2018, individuals could apply for online credit reports by using their smartphones, tablet computers, or other mobile devices. Beginning March 15, 2019, a paperless credit inquiry service was made available at the JCIC; the service only requires the public to bring their IDs to the counter and describe the purpose and use of the credit report in order to quickly access their personal credit report without filling in application forms and submitting photocopies of relevant information and documents.

In addition, pursuant to FSC policies on the provision of a mechanism that makes it easier for the public to inquire about information on the estates of deceased relatives, on December 1, 2019, the JCIC launched the national tax bureau one-stop service program that allows for free inquiries about "personal credit reports and unpaid debt information" of the deceased to assist heirs with obtaining complete information on the financial debts of the deceased. On July 1, 2020, the service was expanded and became nationwide. On October 5, 2020, the revised personal comprehensive credit report was launched. The report utilized visual charts to facilitate reading, enhanced the readability and increased the capacity for organization and timely information, thus improving the content and utility of the credit report.

Fulfillment of Social Responsibilities

The JCIC is committed to participating in social welfare activities hosted by the FSC and the TFSR and to promoting credit education and knowledge. The JCIC continued its support for disadvantaged groups by donating funds to the Taiwan Financial Services Roundtable Education Fund, the College Students Financial-sector Employment Program, the Financial Sector Food Bank, to the tug-of-war teams of the Taipei Jingmei Girls High School and its partner junior high schools, and assisting in the establishment of a digital learning environment in remote schools. These show that the JCIC is heavily invested in social welfare and its social responsibilities.



Objectives

- 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.
- To improve the credit investigation function of the financial sector and to promote the development of credit investigation techniques.
- To ensure the safety of credit transactions and to promote the sound development of the national credit system.
- To provide information needed by the competent authority for financial supervision.



Organizational Structure

Board of Directors

Pursuant to the Banking Act, the operations of the JCIC are authorized and supervised by the Financial Supervisory Commission (FSC) under the Executive Yuan and the Banking Bureau of the FSC. The JCIC has a Board of Directors composed of nine directors and three supervisors. The directors and supervisors are either representatives or scholars appointed by the FSC, the Central Bank of China (CBC) or the Bankers Association of the Republic of China. Apart from the chairman who oversees business operations, none of the eight other directors and three supervisors holds any management position at the JCIC and, therefore, they function independently as independent directors or independent supervisors. To supervise the business operations and corporate governance of the JCIC, an Internal Audit Office that reports directly to the Board of Directors handles the internal audit operations.

Management Team

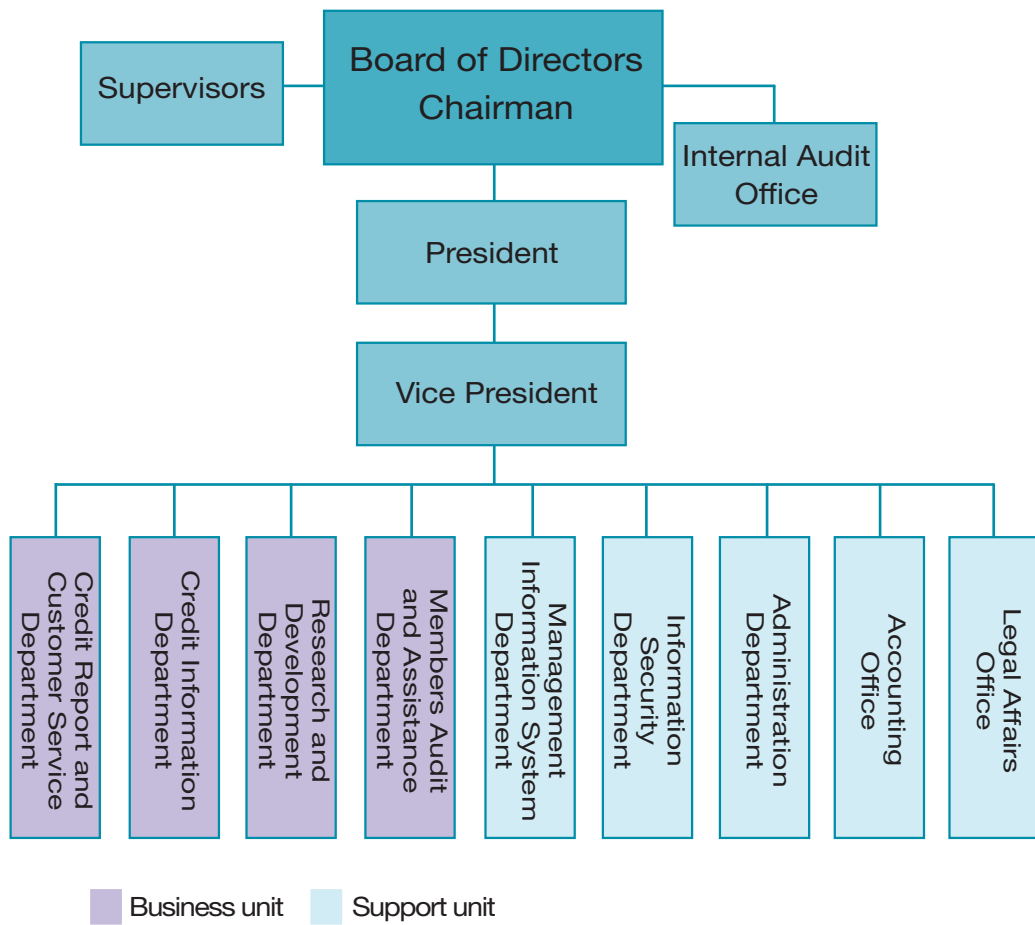
The JCIC has a president who is responsible for operations pursuant to the resolutions made by the Board of Directors and is assisted by two vice presidents. Under the president, there are four business units - Credit Report and Customer Service Department, Credit Information Department, Research and Development Department, and Members Audit and Assistance Department, as well as five support units - Management Information System Department, Information Security Department, Administration Department, Accounting Office, and Legal Office.

The Credit Report and Customer Service Department is the service window for personal credit information; the Credit Information Department is the contact window for information reporting and inquiries by financial institutions; the Research and Development Department is the primary contact window for assisting banks in improving credit risk evaluation and management and assisting the competent authority in the supervision of financial institutions; and the Members Audit and Assistance Department is the service window for membership audit and inquiry security control operations and member education and training.



Organizational Structure

Organizational Chart



Directors and Supervisors

Position	Name	Current Function
Chairman	Jiann-jong Guo	
Director	Chieh-cheng Lu	Chairman, Taiwan Financial Holdings and Bank of Taiwan Chairman, Bankers Association of the Republic of China
Director	Hsou-yuan Chuang	Director General, Banking Bureau, Financial Supervisory Commission (Director since June 15, 2020)
Director	Chang-ken Lee	President, Cathay Financial Holdings
Director	Shih-wei Liao	Associate Professor, Department of Computer Science & Information Engineering, National Taiwan University (Director since February 15, 2020)
Director	Feng-ying Xie	Deputy Director-General, Department of Banking, Central Bank of the Republic of China (Taiwan)
Director	Han-ming Li	Adviser, National Security Council (Director since February 15, 2020)
Director	Wen-tsong Chiou	Research Professor, Institutum Iurisprudentiae, Academia Sinica (Director since February 15, 2020)
Director	Grace M.L. Jeng	President, First Commercial Bank (Director since February 15, 2020)
Supervisor	Lan-zhi He	Deputy Director General, Department of Foreign Exchange, Central Bank of the Republic of China (Taiwan) (Supervisor since July 16, 2020)
Supervisor	Nancy Young	Secretary-General, Bankers Association of the Republic of China
Supervisor	Chi-chun Liu	Professor of Accounting, National Taiwan University



Services

A. 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 make corrections to credit records.

B. Services to Member Institutions

1. Providing both online and offline credit inquiry services.
2. Handling the addition, correction or deletion of credit information.
3. Conducting financial analysis and credit scoring of business enterprises.
4. Providing a platform for posting alerts and reporting 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 Reporting of Loan Information, Manual for Compiling Guidelines and Rules for Reporting Credit Card Related Information, Guidelines for Reporting of Information Related to the Statute for Consumer Debt Clearance, Manual for Credit Information Inquiry, Business & Industrial Key Financial Ratios Based on the Financial Reports of Enterprise Accounting System (EAS), Business & Industrial Key Financial Structure Information Based on the Financial Reports of Enterprise Accounting System (EAS), and Business & Industrial Financial Ratios based on the IFRSs Combined and Single Financial Report.
6. Providing training for new member institutions, and holding lectures, workshops and seminars related to credit information for the personnel of member institutions.
7. Handling other matters relating to credit information.

C. Services to Competent Authorities

Providing necessary information and assistance in line with the supervisory policies of the competent authority.

Services

D. Statistics on Credit Inquiries, 2018 ~ 2020

Service	2018		2019		2020	
	Total	Growth	Total	Growth	Total	Growth
Credit information inquiries (10,000 inquiries) (Note 1)	55,937	6.07%	60,984	9.02%	64,797	6.25%
Personal credit reports (Note 2)	491,885	-14.76%	575,780	17.06%	661,996	14.97%
Individual applications for notation service (Note 3)	535	-12.44%	576	7.66%	599	3.99%
Notations of payoff by relatives (Note 3)	362	-9.95%	395	9.12%	379	-4.05%

Notes :

- In 2020, the total number of inquiries increased by 6.25% as compared with 2019, mainly resulting from the new loans this year. Regarding new businesses (approved cards or loans) as reasons for inquiries in 2020, loans significantly increased by 23.66% as compared with the previous year. Secondly, the credit cards in circulation in the market continued to grow, causing the continual increase in customer reviews. The inquiries about account management continued to grow as compared with the previous year. In recent years, the inquiries on credit information continued to grow.
- In 2020, the number of inquiries about comprehensive credit reports increased by 14.97% as compared with 2019. In the same year only the number of applications in person in 2020 slightly decreased by 0.56% as compared with 2019. The numbers of the other 4 kinds of applications all significantly increased, with the increase of 28.6% for online inquiries being the most significant. It is obvious that internet applications have become widely accepted by the public amid the growth in overall inquiries.
- The number of individual notations and the caseload of repayments made by relatives varied with the needs of the individuals or relatives for notations, and was thus subject to slight fluctuations.



Highlights of 2020

The 2020 projects were all smoothly implemented with the joint efforts of the directors, the supervisors and the entire personnel under the guidance and assistance of the FSC and the cooperation and support from all of the members. The major results are as follows.

A. Public Services

1. On October 5, 2020, the revised personal comprehensive credit report was launched. The report utilized visual charts to facilitate reading and enhanced the organization and timeliness of the information provided, thus greatly improving the content and utility of the credit report.
2. The JCIC launched the national tax bureau one-stop service program that allows for free inquiries about “personal credit reports and unpaid debt information” of the deceased to assist heirs with obtaining complete information on the financial debts of the deceased.
3. The JCIC continued its support for disadvantaged groups by donating funds to the Taiwan Financial Services Roundtable Education Fund, the College Students Financial-sector Employment Program, the Financial Sector Food Bank, and the tug-of-war teams of the Taipei Jingmei Girls High School and its partner junior high schools. These show that the JCIC is heavily invested in social welfare and in fulfilling its social responsibilities.

B. Services to Member Institutions

1. In compliance with the governmental policies of FinTech and financial inclusion, the JCIC has completed setting up the governmental information connection survey platform and, with authorization, assisted members to make online inquiries about personal income and asset information from the Ministry of Finance, the professional insurance data from the Bureau of Labor Insurance, Ministry of Labor, and the driver's license and registration information from the Directorate General of Highways, MOTC, since January 15, 2020.



Highlights of 2020

2. In line with government policy, negative credit information provided by the JCIC for use by security companies will be made available for inquiries as of March 31, 2020.
3. To assist in strengthening identity verification by the financial institutions, the JCIC completed a verification platform for control of blank identity cards (blank ID card number) and laser control numbers (film numbers) obtained through connection with the Ministry of the Interior. On February 12, 2020, these will be made available for inquiries by financial institutions.
4. In line with the governmental policies of disaster relief in response to COVID-19, under the guidance by the FSC and through cross-departmental cooperation (among the Ministry of Labor, the Central Bank of the Republic of China (Taiwan), the Small and Medium Enterprise Credit Guarantee Fund and the Taiwan Clearing House), the JCIC provided relevant information to expedite processing for relief loans from financial institutions. In addition, beginning May 4, 2020, the JCIC provided free inquiries to financial institutions for processing relief loans from the Ministry of Labor to labor and relief loans to small businessmen from the Central Bank of the Republic of China (Taiwan) in order to assist labor and enterprises affected by the pandemic.
5. In line with the FSC Green Finance Action Plan 2.0, ESG corporate winner information was added to relevant corporate information products, starting November 2, 2020.
6. To assist financial institutions to enhance the credit information, loan, and post-loan review process for the business of factoring without recourse, the JCIC developed relevant new products and report files.
7. The JCIC completed the upgrade of the corporate credit scoring system and expanded the corporate credit scoring scope and the effectiveness of prediction of the system.
8. The JCIC assisted online-only Rakuten Bank, Ltd. And LINE Bank Taiwan to join as members.



Highlights of 2020

9. The 14th annual Golden Security, Golden Quality and Golden Excellence Awards of the JCIC were presented to institutions and individuals that excelled in the implementation of credit information security control, the reporting of credit information and the handling of credit information queries.

C. Working with the Competent Authority

1. To assist the FSC with supervision relevant to the adoption of the Internal Ratings-Based Approach (IRB), the JCIC outsourced the research project of "personal and corporate credit scoring card calibration and verification."
2. The JCIC assisted the FSC in promoting the digital supervision and reporting mechanism for bills finance companies and provided the competent authority with relevant credit information for supervision beginning September, 2020.
3. The JCIC was invited to serve as the convener of the Data Governance Group of the FinTech Co-Creation Platform of the FSC and volunteered to serve as a member of the RegTech Group to work with peripheral units to assist the FSC in advancing future FinTech development.

D. Information Security and Internal Control

1. The JCIC continued strengthening the vertical protection of information security as well as the management and monitoring of access privilege for information systems. The JCIC also continued to add/revise application system functions, and upgraded and replaced software/hardware programs of operating systems in order to improve system security, usability, and performance.
2. The entire organization of the JCIC obtained certification by the ISO27001 information security management system as well as the third-party certification of the Taiwan Personal Information Protection and



Highlights of 2020

- Administration System (TPIPAS), thus maintaining the validity of the certifications.
3. The JCIC implemented various measures to prevent and control the spread of COVID-19 and activated the off-site working mechanism in response to changes in the pandemic. In addition, the JCIC provided locations for off-site working to the FSC, Banking Bureau, and the Bankers Association.
 4. The JCIC amended its relevant regulations and measures in accordance with the Foundation Act and implemented information disclosure accordingly.



List of Member institutions

Domestic Banks (38)

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



List of Member institutions

Taiwan Branches of Foreign Banks (20)

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

Bills (Securities) Finance Companies (9)

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.	Yuanta Securities Finance Co., Ltd.



List of Member institutions

Credit Cooperative Associations (23)

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



List of Member institutions

Credit Departments of Fishermen's Associations (28)

Keelung District

Nansh District

Linbian District

Wanli District

Nansian District

Donggang District

Rueifang District

Kaohsiung District

Fangliao District

Taoyuan District

Siaogang District

Liuchiu District

Hsinchu District

Zihguan District

Toucheng District

Nanlong District

Mituo District

Su-ao District

Tongyuan District

Yongan District

Singang District

Changhua District

Linyuan District

Penghu District

Yunlin District

Singdagang District

Kinmen District

Chiayi District



List of Member institutions

Credit Departments of Farmers' Associations (283)

Keelung City	Taishan District	Hukou Township
Shihlin District	Linkou District	Sinfeng Township
Beitou District	Lujhou District	Sinpu Township
Neihu District	Wugu District	Guansi Township
Nankang District	Bali District	Cyonglin Township
Mujha District	Danshuei District	Baoshan Township
Jingmei District	Sanjhieh District	Jhudong District
Jinshan District	Shihmen District	Hengshan District
Banciao District	Pingjhen District	Beipu Township
Sijhieh District	Longtan District	Emei Township
Shekeng District	Yangmei District	Jhunan Township
Shihding District	Sinwu District	Toufen Township
Rueifang District	Guanin District	Sanwan Township
Pingsi District	Taoyuan District	Nanjhuang Township
Sindian District	Gueishan District	Shihtan Township
Pinglin District	Bade District	Houlong Township
Jhonghe District	Dasi District	Tongsiao Township
Tucheng District	Fusing District	Yuanli Township
Sansia District	National Farmers' Association, R.O.C.	Miaoli City
Shulin District	Dayuan District	Zaociao Township
Yingge District	Lujhu District	Touwu Township
Sanchong District	Hsin Chu City	Gongguan Township
Sinjhuang District	Jhubei City	Dahu District



List of Member institutions

Tongluo Township	Waipu District	Erlin Township
Sanyi Township	Da-an District	Dacheng Township
Sihu Township	Changhua City	Fangyuan Township
Jhuolan Township	Fenyuan Township	Ershuei Township
Taichung District	Huatan Township	Nantou City
Taiping District	Sioushuei Township	Jhongliao Township
Dali District	Lugang Township	Caotun Township
Wufong District	Fusing Township	Guosing Township
Wurih District	Siansi Township	Puli Township
Fengyuan District	Hemei Township	Ren-ai Township
Houli District	Shengang Township	MingJian Township
Shihgang District	Yuanlin Township	Jiji Township
Dongshih District (Taichung)	Shetou Township	Shueili Township
Heping District	Yongjing Township	Yuchih Township
Sinshe District	Pusin Township	Sinyi Township
Tanzih District	Sihu Township	Jhushan Township
Daya District	Dacun Township	Lugu Township
Shengang District	Puyan Township	Douan Township
Datu District	Tianjhong Township	Dapi Township
Shalu District	Beidou Township	Huwei Township
Longjing District	Tianwei Township	Tuku Township
Wuci District	Pitou Township	Baojhong Township
Cingshuei District	Sijhou Township	Dongshih Township (Yunlin County)
Dajia District	Jhutang Township	Taisi Township



List of Member institutions

Lunbei Township	Lioujiao Township	Syuejia District
Mailiao Township	Singang Township	Beimen District
Douliou City	Minsyong Township	Singing District
Linnei Township	Dalin Township	Houbi District
Gukeng Township	Sikou Township	Baihe District
Cihtong Township	Yijhu Township	Dongshan District
Siluo Township	Budai Township	Lioujia District
Erlun Township	Tainan District	Siaying District
Beigang Township	YongKang District	Liouying District
Shueilin Township	Gueiren District	Yanshuei District
Kouhu Township	Sinhua District	Shanhua District
Sihhu Township	Zuojhen District	Danei District
Yuanchang Township	Yuching District	Shanshang District
Chiayi City	Nanshi District	Sinshih District
Fanlu Township	Nanhua District	Anding District
Meishan Township	Rende District	Kaohsiung District
Jhuci District	Guanmiao District	Siaogang District
Alishan Township	Longci District	Renwu District
Jhongpu Township	Guantian District	Dashe District
Shueishang Township	Madou District	Gangshan District
Lucao Township	Jiali District	Lujhu District
Taibao City	Sigang District	Alian District
Puzih City	Cigu District	Tianliao District
Dongshih Township	Jiangiyun District	Yanchao District



List of Member institutions

Ciaotou District	Jutian Township	Wujie Township
Zihguan District	Neipu District	Dongshan Township
Mituo District	Wandan Township	Suao District
Yongan District	Wanluan Area	Hualien City
Hunei District	Kinding Township	Sinsiou District
Fongshan District	Nanjhou District	Jian Township
Daliao District	Linbian Township	Shoufong Township
Linyuan District	Donggang Township	Fongrong District
Niao-Song District	Liouciou Township	Guangfeng District
Dashu District	Jiadong Township	Rueisuei Township
Cishan District	Fangliao Area	Yusi District
Meinong District	Fangshan District	Fuli Township
Liouguei District	Checheng District	Taitung District
Neimen District	Hengchun Township	Luye District
Shanlin District	Manjhou Township	Guanshan Township
Jiasian District	Xinguan Township	Chihshang Township
Jiading District	Chaozhou Township	Donghe Township
Pingtung City	Yilan City	Chenggong Township
Jiouru Township	Toucheng Township	Changbin Township
Ligang Township	Jiaosi Township	Penghu County
Gaoshu Township	Jhuangwei Township	Lienchiang County
Pingtung County	Yuanshan Township	Taimali District
Changjih Township	Luodong Township	
Linluo Township	Sansing District	



List of Member institutions

Life (Property) Insurance Companies (16)

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

Credit Card Issuers (5)

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

Other Institutions (5)

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



Major Events in 2020

Date	Events
2020/01/15	Five new government data products, namely "T50 Individual income tax", "T51 Personal property", "T52 Personal labor insurance record", "T53 Driver license information", and "T54 Vehicle registration information", are available online for inquiries today. In the meanwhile, new product "Z52 Inquiry records of government data (period inquiries included)" is also introduced for members to conduct audit and security checks.
2020/02/12	New product "Inquiries about serial numbers and transparent film numbers of National ID Cards" (product code: Z23 and atom code: VAS100) is now available for inquiries beginning today.
2020/03/31	Two new products, namely "T70 Negative credit information provided by TWSE for use by financial institutions" and "T80 Negative credit information provided by JCIC for use by security companies", are available for inquiries beginning today.
2020/04/30	New product "R20 Information on the labor wages in the labor insurance and pension programs" is available for inquiries beginning today to help member institutions check if the applicant is qualified for a labor relief loan.
2020/05/08	New product "D10 Dishonored-check records (of amounts under NT \$ 500,000) for the Central Bank's small-business relief loans and the Ministry of Labor's labor relief loans only" is made available for inquiries beginning today to help member institutions process applications for the two categories of relief loans.
2020/05/29	The 3rd versions of the JCIC's SME credit score products, J20 and J21, are made available for inquiries today.
2020/06/10	The JCIC donates NTD ten million to the TFSR's 2020 Financial Services Education Fund.
2020/07/01	The One-stop Query Service provided by the National Taxation Bureau is officially launched at the national level today, and the JCIC cooperates by providing heirs with free credit reports of their deceased family members.
2020/08/04	New product "T02 List of duplicate uniform-invoice numbers" is available for inquiries beginning today.
2020/09/30	Year 2019 IFRS Financial Ratios and Financial Structure Information as part of the JCIC's Statistics on Industrial Financial Information are made available online today.
2020/10/05	A new version of the JCIC Credit Report is available beginning today. It features improved tables and a redesigned layout to make it easier to read and understand. In the meanwhile, it adds aggregated and newly-updated information to enhance the depth and practicality of the report.



Major Events in 2020

Date	Events
2020/11/02	"ESG Awards" is added today as a new notation under product "A13 corporate registration / history / ESG awards information" to comply with the FSC's "Green Finance Action Plan 2.0" policy.
2020/11/11	The JCIC is recertified today as fully meeting the criteria of the TPIPAS and the recertification will remain valid for two years.
2020/11/19	The FSC, in cooperation from the TFSR, launches the FinTech Co-Creation Platform today. The JCIC will lead the Data Governance Group, one of four working groups under the platform, to work on issues including promoting a standardized mechanism for financial mobile identity authentication (Financial Fido) and establishing mechanisms and rules for sharing cross-institutional and cross-market data.
2020/11/30	To assist three internet-only banks with preparations for the JCJC member application and to better understand their business plans, Chairman Guo at the head of a JCIC team visits respectively Next Bank on November 25; Line Bank on December 2; and Rakuten Bank on December 7 to understand and collect their needs.
2020/12/15	Member institutions report "Commercial invoice information" via TA2 file format starting today.
2020/12/16	After being granted a business license by the Financial Supervisory Commission (FSC) on Dec. 8, 2020, the Rakuten International Commercial Bank applied to the JCIC for membership on Dec. 10, 2020. The bank is accepted as a JCIC member today, retroactively confirmed at the 5th meeting of the 9th JCIC Board of Directors.
2020/12/29	The 14th annual Golden Security, Quality, and Inquiry Awards are presented at a ceremony held at the NTUH International Convention Center today to thirty-nine institutions and fifteen individuals.



Joint Credit Information Center

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