

The Credit Bureau of Taiwan



JCIC

ANNUAL REPORT 2021

Joint Credit Information Center

JCIC Annual Report 2021

Contents

01	Foreword
07	History
09	Objectives
10	Organizational Structure
12	Directors and Supervisors
13	Services
15	Highlights of 2021
20	List of Member institutions
29	Major Events in 2021



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 under the premise of comprehensive information security, 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 guiding principles - 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 the 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 2021, 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, the JCIC continued its information security diagnosis and evaluation to ensure the vertical protection of information security. We also continued to modernize application system functions and upgrade the software/hardware programs of operating systems in order to improve system security, usability, and performance. From October 6 to October 8, 2021, the ISO27001 certificate for our information security management system was renewed by the third-party certification institution British Standards Institution (BSI) and then by the Taiwan Personal Information Protection and Administration System (TPIPAS) on October 13, 2021, thus maintaining the validity of the certification.



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 within the "FinTech Development Roadmap". And in response to the policy of cross-institutional information sharing in the financial market, the JCIC conducted the project of "operations of FinTech companies using the JCIC data" so that data principals may choose to have their personal credit ratings obtained from the JCIC encrypted and smoothly transferred to FinTech companies while ensuring that there will be no risk of alteration of data. Relevant service mechanisms are scheduled for launch in the first half of 2022. In addition, the JCIC was instructed by the FSC to serve as the convener of the Financial FIDO Alliance. The alliance was formally formed on May 4, 2021 during the 2nd Data Governance workgroup meeting, with the Financial Information Service Co., Ltd. (FISC), CTBC, and the Bank of Taiwan respectively serving as the conveners of its technology, operations and security control sub-committees. The alliance will continue discussing the framework, functions, management mechanisms and operational modes of the financial FIDO system.

With respect to Big Data and Open Data of the JCIC's official website, the Center 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 the Open Data Gold Award in 2021.

With regard to expanding information services to its member institutions:

- 1.The Center newly developed information on "loans performed normally based on the agreed repayment terms but reported as unsound credit" and on "guaranteed liabilities where the main obligor has been released from obligations," and revised relevant products and made them available on April, 21, 2021.
- 2.In order to improve the data value of the SME Financing Service Platform of the MOEA Small and Medium Enterprise Administration (SMEA), the JCIC expanded the query range of business tax filing and input and output documentary evidence, and added detailed income information on the responsible person of a company for the previous year in



FOREWORD

cooperation with the SMEA for inquiries by member institutions. Meanwhile, the range for the inquired information on business tax filing was expanded from one year to three years on August 12, 2021, and the range for the input and output documentary evidence expanded from one quarter to one year on October 9, 2021. 3.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 the new product "B55 Information on Business of Factoring without Recourse," which was made available on September 15, 2021. 4.Starting from November 15, 2021, information on the starting and ending dates (month and year) of the grace period of housing loans was disclosed under the main debt information of the product "B42 Comprehensive Loan, Housing Mortgage Business and Real Estate Purchase Closure Data within Three Years-By Bank" for access by financial institutions to enhance housing mortgage risk control. 5.In cooperation with the FSC's promotion of the Green Finance Action Plan 2.0, the JCIC established and enhanced an integrated inquiry platform on ESG-related information, added corporate certification, award and evaluation information provided by relevant governmental agencies as the basis for the development of corporate ESG information products, and planned the "green credit" and "sustainable performance-linked credit" product information for access by member institutions.

In response to the government's COVID-19 relief measures: 1.On June 17, 2021, the JCIC summarized and explained the added or revised products and reports in accordance with the relief measures since 2020 and sent them to financial institutions for follow-up cooperation. 2.On the basis of application review standards for the relief loans and interest subsidies from the Ministry of Labor to labor affected by COVID-19 in 2020, the JCIC revised the product of R20 Labor Insurance Purchase / Labor Pension Contribution Information, and added information on annual incomes of NT\$500,000 or less in 2019 or 2020 and records of late loan repayment for more than 30 days in the most recent year. The product was updated and made available on June 15, 2021 and renamed "R20 Labor Relief Loan Applicant Review Information." 3.In accordance with the policies of the competent authorities and their control measures on the handling of relief loans by financial institutions, the JCIC continued providing inquiry products for free to financial institutions that handle labor relief loans from the Ministry of Labor and plan C small and medium-sized enterprise loans from the Central Bank if relief loans are the reason for inquiry. 4.In order to expedite the approval of small and medium-sized enterprise relief loans from the Central Bank



FOREWORD

handled by financial institutions, the Ministry of Finance provided a complete list of business ID numbers of qualified businesses for the JCIC to develop a product called "T30 Sales Volume Review for Plan C Loans of the Central Bank" accordingly and made it available on July 7, 2021.

With regard to strengthening risk management, the JCIC continued serving as the lead agency for the "New Basel Capital Accord Joint Research Task Force (Stress Testing Team)" of The Bankers Association of the Republic Of China and assisted the FSC in studying the issues related to the stress test of climate change. In addition, in order to assist the FSC with supervision relevant to the adoption of the Internal Ratings-Based Approach (IRB) and enhance the benchmark model of the IRB algorithm, the JCIC completed the "Report on the Development and Application of the IRB Approach Benchmark Model Established by the Competent Authority and Aided by the JCIC for Capital Allocation at Domestic Banks for Credit Risks" and submitted it to the FSC on May 10, 2021. In the future, the JCIC will continue assisting the FSC with the implementation of the IRB.

With respect to fulfilling its 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. The above demonstrate our continued commitment to disadvantaged groups and social welfare.

With regard to its services to the public, the JCIC continued to cooperate with the National Taxation Bureau's one-stop service program that allows for inquiries about information on the estates of deceased relatives. In addition to providing reports in writing to the applicants, the JCIC also provides information on the date of mailing of credit reports to the one-stop platform of the National Taxation Bureau so that applicants may inquire about the case progress. Furthermore, in order to improve the convenience of credit report inquiries by members of the general public, on July 20, 2021, the credit report application counter was moved from the 16th floor of the Center to the 1st floor to reduce personnel movement and comply with the regulations of epidemic prevention. During the COVID-19 pandemic, the JCIC established a COVID-19 section on its official website with Q&As related to relief loans and credit ratings.



FOREWORD

Looking to 2022, 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:

- I. It will continue cooperating with the National Taxation Bureau's 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. It will continue to improve on the smart customer service on the JCIC official website by expanding the service channels for the general public and enhancing service efficiency and upgrade Big Data analysis and Open Data content on the official website for easier access by the general public.
- II. In response to the development of internet banking, the JCIC will assist the new members that are online-only banks to realize the credit information inquiry security control mechanism. In order to assist member institutions with the overall credit risk control of customers' transactions in the financing and leasing market, the JCIC will encourage financing and leasing companies to participate in the application for credit reports on behalf of the data principal, and continue cooperating in improving data collection on financing and leasing transactions. The JCIC will optimize the connection with governmental agencies and the exchange of negative credit information services to enhance services to member institutions. The JCIC will also research, develop and add value to credit information products and services, and assist relevant institutions in enhancing the credit check function.
- III. In response to the FSC Green Finance Action Plan 2.0, the JCIC will disclose ESG-related corporate information in an integrated manner as well as develop products, establish inter-institution exchanges of information annotated as "green credit" or "sustainable performance-linked credit" undertaken by financial institutions to assist member institutions in evaluating the sustainability risks of companies to which they provide loans, and continue assisting the FSC in implementing the climate change stress test on domestic banks. In addition, the JCIC will improve the content and timeliness of corporate governance information and urge member institutions to provide favorable credit policies to companies with excellent governance in order to provide a financial environment that rewards companies for good governance.



FOREWORD

IV. The JCIC will continue assisting the FSC with the supervision relevant to the adoption of the Internal Ratings-Based Approach (IRB), cooperate with the FSC's FinTech Development Roadmap, and continue gathering the members of the Data Governance Group of the FinTech Co-Creation Platform to jointly promote projects such as cross-institutional or cross-market information sharing in the financial market and a standardized mechanism of financial mobile identity verification. In response to the international Suptech developments, the JCIC will continue conducting research on practical Suptech operations of related domestic and foreign institutions, and assist in the use of AI in the review of meeting minutes of the Board of Directors and Supervisors in accordance with the FSC's demand.

V. Cooperating with the Financial Cyber Security Action Plan announced by the FSC, the JCIC will continue to enhance the information security protection measures and realize information security control mechanisms. The JCIC will 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. The JCIC will continue to cooperate in the third-party certification of its ISO27001 information security management system and of the Taiwan Personal Information Protection and Administration System (TPIPAS) to maintain the validity of the certification. In addition, the JCIC will conduct quarterly vulnerability scans of the online credit check report system website based on the regulations of the PCI DSS (Payment Card Industry Data Security Standard) and fill out an annual self-evaluation questionnaire.

VII. The JCIC will continue to promote the popularization of financial knowledge and support charity activities to fulfill its 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 continue to work to build on its existing foundation and 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 for all.



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 inclusive financial 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, members of 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, they 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 citizen digital certificate on the JCIC website to obtain safe and immediate access



History

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. 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, 2010, the new version of the personal credit report was launched. On September 1, 2021, the National Taxation Bureau launched the one-stop service program that allows for inquiries about information on the estates of deceased relatives. In addition to providing reports in writing to the applicants, the JCIC also provides information on the date of mailing of credit reports to the one-stop platform of the National Taxation Bureau so that applicants may inquire about the case progress.

Furthermore, in order to improve the convenience of credit report inquiries by the general public, on July 16, 2021, the credit report application counter was moved from the 16th floor of the Center to the 1st floor to reduce personnel movement and comply with the regulations of epidemic prevention. On December 22, 2021, the JCIC completed the AI text customer service system on the official website, added and revised the virtual customer service robot functions and enhanced the Q&A section to improve the convenience and access of the official website for users.



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

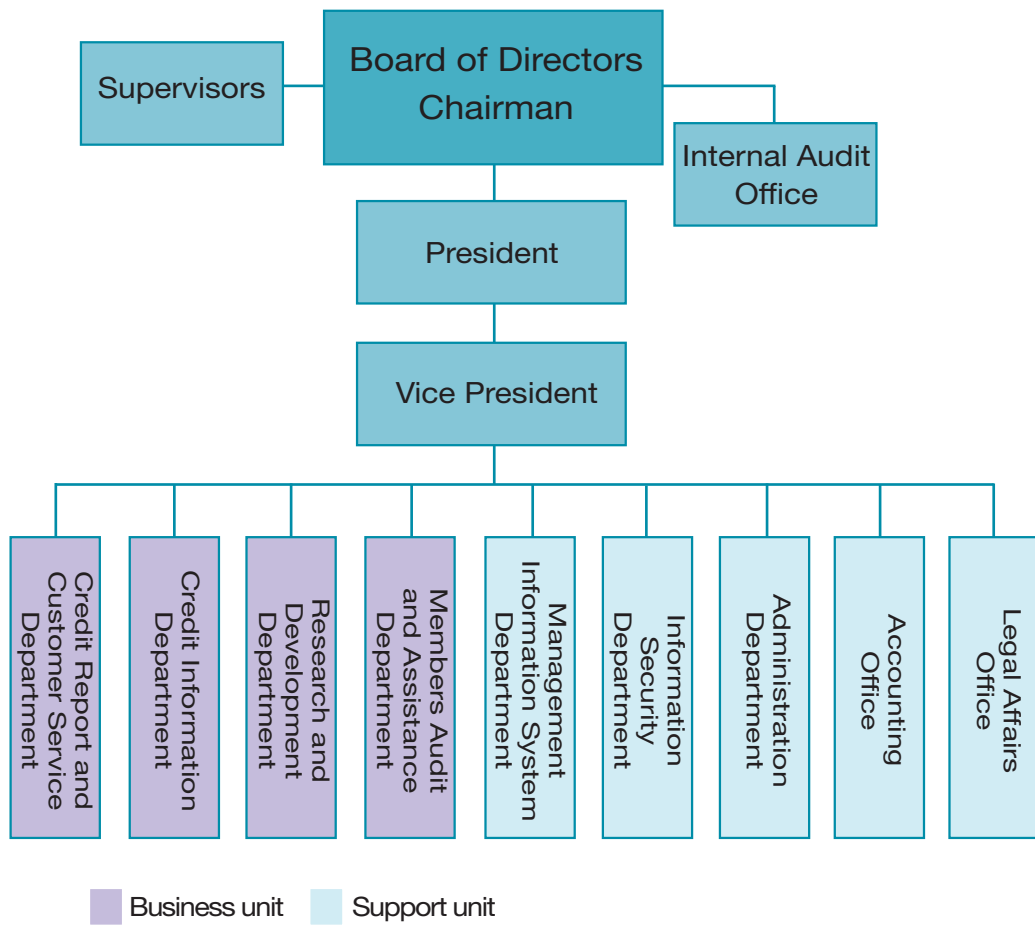
The JCIC has a president who is responsible for operations pursuant to the resolutions made by the Board of Directors and is assisted by two vice presidents. Under the president, there are four business units—Credit Report and Customer Service Department, Credit Information Department, Research and Development 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	Chang-ken Lee	President, Cathay Financial Holdings
Director	Shih-wei Liao	Associate Professor, Department of Computer Science & Information Engineering, National Taiwan University
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	Wen-tsong Chiou	Research Professor, Institutum Iurisprudentiae, Academia Sinica
Director	Grace M.L. Jeng	President, First Commercial Bank
Supervisor	Lan-zhi He	Deputy Director General, Department of Foreign Exchange, Central Bank of the Republic of China (Taiwan)
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, 2019 ~ 2021

Service	2019		2020		2021	
	Total	Growth	Total	Growth	Total	Growth
Credit information inquiries (10,000 inquiries) (Note 1)	60,984	9.02%	64,797	6.25%	69,020	6.52%
Personal credit reports (Note 2)	575,780	17.06%	661,996	14.97%	675,089	1.98%
Individual applications for notation service (Note 3)	576	7.66%	599	3.99%	547	-8.68%
Notations of payoff by relatives (Note 3)	395	9.12%	379	-4.05%	329	-13.19%

Notes :

1. In 2021, the total number of inquiries increased by 6.52% as compared with 2020, mainly resulting from account management inquiries of existing customers. As for reasons for inquiries, in 2021, the charged services of account management grew by 8.86% as compared with the previous year. In recent years, the continual growth of the credit card market drove the increase in account management inquiries.
2. In 2021, the number of inquiries about comprehensive credit reports slightly increased by 1.98% as compared with 2020. Affected by the COVID-19 epidemic, in 2021, applications in writing decreased by 9.8% as compared with 2020. On the other hand, online inquiries increased by 11.5%. It is therefore evident that online applications are more convenient during an epidemic.
3. 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. However, the decrease in applications was more evident in 2021 due to the epidemic.



Highlights of 2021

In May, 2021, a new outburst of COVID-19 occurred. In response to the impact on industries caused by the pandemic, the government formulated various relief measures, and the JCIC cooperated with the policy and assisted financial institutions to handle loans in an optimized, efficient and simplified manner in hopes of realizing the benefits of the relief measures by helping industries through difficult times.

In order to maintain its service quality to the general public, financial institutions and competent authorities while protecting employee safety, the JCIC actively cooperated with the epidemic prevention measures of the government. With the directors' and supervisors' leadership, employees' efforts, the FSC's guidance and assistance as well as the cooperation and support of member institutions, all the plans proceeded smoothly. Highlights of 2021 are summarized and explained as follows:

I. Services to the general public and enterprises:

- (1) In order to improve the convenience of credit report inquiries by the general public and to reduce personnel movement and comply with the regulations of epidemic prevention, on July 20, 2021, the credit report application counter was moved from the 16th floor of the Center to the 1st floor.
- (2) The Center provided credit reports or other information on candidates in elections at farmers' and fishermen's associations.
- (3) In cooperation with the National Taxation Bureau's one-stop service program that allows for inquiries about information on the estates of deceased relatives, in addition to providing reports in writing to the applicants, the JCIC also provided information on the date of mailing of credit reports to the one-stop platform of the National Taxation Bureau so that applicants might inquire about the case progress.
- (4) 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 to fulfill its continued commitment to social welfare.



Highlights of 2021

II. Services to financial institutions:

- (1) The JCIC provided relevant information to expedite the handling of relief loans by financial institutions in cooperation with the government's COVID-19 relief measures. In addition, the JCIC continued providing inquiry products for free to financial institutions that used the products for the approval of labor relief loans from the Ministry of Labor of small and medium-sized enterprise loans from the Central Bank to assist labor and businesses affected by the pandemic through difficult times.
- (2) The JCIC continued assisting the three new members that are online-only banks to realize the credit information inquiry security control mechanism as well as implemented relevant inquiry supervision and inspection measures.
- (3) The JCIC continued improving the governmental information connection survey platform in cooperation with the policies. Starting on September 1, 2021, existing customers may use the software C3 certificate verification mechanism for electronic authorization other than the citizen digital certificate for inquiries on the governmental information connection survey platform.
- (4) The JCIC continued enhancing the data value and service quality of the SME financing service platform, and expanded the query range of business tax filing (expanded to three years from one year) and input and output documentary evidence (expanded to one year from one quarter) in cooperation with the MOEA Small and Medium Enterprise Administration (SMEA).
- (5) In cooperation with the FSC's promotion of the Green Finance Action Plan 2.0, the JCIC established and enhanced an integrated inquiry platform on ESG-related information, added corporate certification, award and evaluation information provided by relevant governmental agencies as the basis for the development of corporate ESG information products, and planned the "green credit" and "sustainable performance-linked credit" product information for access by member institutions.



Highlights of 2021

- (6) The JCIC assisted financial institutions to enhance the credit information, loan, and post-loan review process for the business of factoring without recourse with newly developed products and report files.
- (7) Disclosure of information on the starting and ending dates (month and year) of the grace period of housing loans was added under the information product related to housing mortgages for access by financial institutions to facilitate housing mortgage risk control.
- (8) In response to amendments to the Act Governing Electronic Payment Institutions and relevant authorization laws, the JCIC revised relevant report files and products accordingly.
- (9) The 15th 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.

III. Assistance in supervision by the competent authority:

- (1) The JCIC completed the "Report on the Development and Application of the IRB Approach Benchmark Model Established by the Competent Authority and Aided by the JCIC for Capital Allocation at Domestic Banks for Credit Risks" and continued assisting the FSC with the implementation of the IRB.
- (2) The JCIC continued serving as the lead agency for the "New Basel Capital Accord Joint Research Task Force (Stress Testing Team)" of The Bankers Association of the Republic of China and assisted the FSC in studying the issues related to the stress test of climate change.
- (3) The JCIC continued assisting the FSC in promoting Suptech.
- (4) The JCIC continued participating in the operation of the Asia Credit Reporting Network (ACRN). In the ACRN's online conference held on August 4, 2021, the ACRN articles of incorporation was passed, and the Indonesian credit reporting institution Pefindo Biro Kredit signed the ACRN's MOU to become its 9th member.



Highlights of 2021

(5) The JCIC continued to serve as the convener of the Data Governance Group of the FinTech Co-Creation Platform to assist the FSC in promoting a standardized mechanism of financial mobile identity verification and studying cross-institutional and cross-market information sharing in the financial market:

1. In line with measure 2-2 on "establishment of information disclosure system of TSP cooperation" of the "FinTech Development Roadmap," the Financial Information Service Co., Ltd. (FISC) established the TSP company information disclosure section and made it available on July 28, 2021. The TFSA, the JCIC and the FISC established portals on their respective official websites accordingly.
2. In line with measure 2-4 on "cross-institutional information sharing in the financial market" of the "FinTech Development Roadmap," the JCIC conducted a project on "FinTech companies using JCIC data" to ensure that data principals may choose to have their personal credit ratings obtained from JCIC encrypted and smoothly transferred to FinTech companies while ensuring that there will be no risk of alteration of data.
3. In line with measure 5-1 on "research and development of a standardized mechanism of financial mobile identity verification" of the "FinTech Development Roadmap," the JCIC was instructed by the FSC to serve as the convener of the Financial FIDO Alliance and continue discussing the framework, functions, management mechanisms and operational modes of the financial FIDO system with the technology, operations and security control sub-committees under the alliance.

IV. 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 to information systems. The JCIC also modernized application system functions and upgraded software/hardware programs of operating systems in order to improve system security, usability, and performance.



Highlights of 2021

- (2) The entire organization of the JCIC obtained renewed certification by the ISO27001 information security management system as well as the third-party certification of the Taiwan Personal Information Protection and 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, activated mechanisms such as off-site working, flexible working, and remote working in response to changes in the pandemic as well as provided employees with leave for pandemic care and vaccinations. In addition, the JCIC provided locations for off-site working to the FSC, Banking Bureau and the Bankers Association.



List of Member institutions

Domestic Banks (40)

Bank of Taiwan	O-Bank Co., Ltd.	Yuanta Bank
Land Bank of Taiwan	Taiwan Business Bank	Bank SinoPac Company Limited
Taiwan Cooperative Bank	Standard Chartered International Commercial Bank	E. Sun Commercial Bank, Ltd.
First Commercial Bank	Taichung Commercial Bank	KGI Bank
Hua Nan Commercial Bank, Ltd.	King's Town Bank	DBS Bank (Taiwan) Ltd.
Chang Hwa Commercial Bank	HSBC Bank (Taiwan) Ltd.	Taishin International Bank
The Shanghai Commercial & Savings Bank, Ltd.	Taipei Star Bank	Jih Sun International Bank
Taipei Fubon Commercial Bank	Hwatai Bank	En Tie Commercial Bank
Cathay United Bank	Shin Kong Commercial Bank	CTBC Bank Co., Ltd.
The Export-Import Bank of the Republic of China	Sunny Bank	Rakuten International Commercial Bank
Bank of Kaohsiung	Bank of Panhsin	Next Bank
Mega International Commercial Bank	Cota Commercial Bank	LINE Bank
Agricultural Bank of Taiwan	Union Bank of Taiwan	
Citibank Taiwan Ltd.	Far Eastern International 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	Sanjihih District	Jhudong District
Jinshan District	Shihmen District	Hengshan District
Banciao District	Pingjhen District	Beipu Township
Sijhih 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 2021

Date	Events
2021/01/21	Two new products, namely R04 "Finance Leasing Information" and R08 "Labor Pension Reserve Funds Information" include additional information on the number of the insured up to the last 12 months so as to assist member institutions identify small and medium-sized enterprises.
2021/02/17	After being granted a business license by the Financial Supervisory Commission (FSC) on Feb. 4, 2021, and submitting its application to the JCIC for membership, the LINE Bank is accepted as a JCIC member today.
2021/04/08	The JCIC donates NT \$ 3,000,000 to help Taroko train crash victims.
2021/04/20	The 1st meeting on internal ratings-based (IRB) approach practice development is hosted by the JCIC today. Around thirty representatives from the FSC's Banking Bureau and Financial Examination Bureau, the Central Deposit Insurance Corporation, and financial institutions attend the meeting chaired by Mr. Jeffrey Lin, a manager at the JCIC, to discuss issues including practices and working plans related to IRB applications and examination procedures for local banks.
2021/04/21	To enhance the integrity of credit information, two new categories of information, "good payment performance for amortized default loans" and "primary debtor's nondischargeable secured-debts", are added to loan-related products today.
2021/05/03	New product Z55 "Information on the new and original-format UI numbers for foreign nationals" is available for inquiries beginning today.
2021/05/04	The 2nd meeting of the Data Governance Group under the FinTech Co-Creation Platform is hosted by the JCIC today. It discusses issues including cooperation information between financial institutions and TSPs, access to JCIC's second database by Fintech companies, and a standardized mechanism for financial mobile identity authentication (Financial Fido).
2021/06/15	Product R20 "Information on the labor wages in the labor insurance and pension programs" is updated and made available for inquiries beginning today.
2021/06/30	The JCIC donates NTD ten million to the TFSR's 2021 Financial Services Education Fund today.
2021/07/07	New product T30 "Information for checking on sales figures under the Central Bank's small-business relief loans (Program C)", is made available for inquiries beginning today.



Major Events in 2021

Date	Events
2021/07/16	New product P55 "Information on e-payment user names" and revised product P33 "Information on e-payment user fraud cases & ID verification notations" are now available for inquiries beginning today.
2021/07/20	To meet the needs of its business growth and to continue improving its services to the public, the JCIC rented the first floor of the Taikai Financial Building on April 1, 2021, for use as a service counter for credit report applications. The floor opens for business on July 20, 2021.
2021/07/28	In compliance with the FSC's Fintech Development Roadmap regarding measures to coordinate efforts by related units to establish an information disclosure mechanism of financial institutions and third-party service providers (TSPs), a TSP information website, set up by the Financial Information Service Company and its related banners, and added to the TFSR's and JCIC's websites, is available for inquiries beginning today.
2021/08/01	To enhance mortgage risk management, a new column called "interest-only payment period for mortgage" is added today under the file format "Monthly Loan Outstanding Record (201)" for members to report.
2021/08/02	Two categories of statistics on personal loans and three on credit cards are added to the "Open Data Zone" on the JCIC website today.
2021/08/04	An ACRN General Meeting is held online today. Representatives from Korea KCIS, Japan CIC, Vietnam CIC, Thailand NCB, Malaysia ACRA, Nepal CIB, Sri Lanka CRIB, and Taiwan JCIC attend the meeting. JCIC President Kuo-ming Chang, on behalf of the ACRN Chairperson, makes opening remarks. During the meeting, a set of ACRN articles of association, including membership criteria, fees, and a secretariat in Seoul, Korea, is approved and Pefindo Biro Kredit, the largest credit bureau in Indonesia, signs the ACRN MOU becoming the 9th member.
2021/09/01	In addition to the citizen digital certificate, beginning today the C3 software certificate, in compliance with Article 9 of the "Regulations Governing the E-Banking Security Management of Financial Institutions", is available for use by member institutions to get authorizations for their clients accessing government data via the JCIC platform.
2021/09/15	New product B55 "Information on receivables factoring" is available for inquiries beginning today to assist member institutions monitor receivables factoring transactions.
2021/10/06	The JCIC is recertified today by the BSI as meeting the required standards of the ISO 27001: 2013 and a certificate thereof is granted.



Major Events in 2021

Date	Events
2021/10/13	The JCIC is recertified today as meeting the required criteria of the TPIPAS and its certificate will remain valid.
2021/11/15	To enhance the integrity of credit information, new information on "interest-only payment period for mortgages" is added to product B42 "Comprehensive credit line, home mortgage, and 3-year mortgage records, by bank" today.
2021/12/21	The 15th Golden Security, Quality, and Inquiry Awards are presented at a ceremony held today to thirty-nine institutions and forty-nine individuals.
2021/12/22	An AI assistant for the JCIC website is available online today.
2021/12/24	The Next Bank is accepted as a JCIC member today.



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