

The Credit Bureau of Taiwan



JCIC

ANNUAL REPORT 2023

Joint Credit Information Center

JCIC Annual Report 2023

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Introduction

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 comprehensive databank, the JCIC develops various credit information products and services and, in compliance with the inquiry requirements stipulated by law and under the premise of comprehensive information security, provides complete, correct, and prompt credit information to member institutions through instant and 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 commits to help member institutions strengthen their risk management capabilities 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 2023, with the assistance and cooperation of the competent authorities, the member institutions, and the entire staff, the JCIC also obtained significant results in various important fields.

In line with the “Green Finance Action Plan 3.0” of the Financial Supervisory Commission (FSC), the JCIC further expanded the content of its “Corporate ESG Data Platform” and included a section for the disclosure of ESG information of listed companies in the “R19 Corporate ESG Information” product on June 1, 2023. In addition, the JCIC added the information on factories under government management and specific factory registrations to the “A14 Factory Registration

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Information” product and at the same time changed the name of the product to “A14 Information on Factory Registration and Factories under Government Management” on May 1, 2023. In order to assist financial institutions in assessing the sustainability performance of credit-granting institutions, enterprises are encouraged to voluntarily submit the “Self-Assessment Questionnaire on Corporate ESG Information and Sustainable Economic Activities” from September 25, 2023. Financial institutions are now also helping to report ESG information such as enterprises’ water and electricity consumption, carbon emissions, and the reference guidelines for recognizing sustainable economic activities to the JCIC. In addition, in order to enable the financial industry to effectively assess concrete climate risks using consistent and comparable climate data, the JCIC, at the direction of the FSC, has helped to establish the “Concrete Climate Risk Information Integration Platform” based upon the needs of the financial industry. The platform contains information on eight key concrete climate risks that can be downloaded and used by the financial industry to conduct risk assessments and scenario analyses.

In serving the public, the JCIC has continued to improve the friendliness of its services for the physically and mentally disabled as well as the elderly. This includes achieving WCAG 2.1 Level A on October 11, 2023 for the JCIC's online credit report system. The JCIC also continues to strengthen its counter services, such as providing guidance and priority processing for the physically and mentally disabled as well as the elderly, and continuously strengthens the financially friendly education and training of its frontline staff, who receive regular training and education on financial friendliness and fair treatment to safeguard the rights and interests of the disadvantaged, thus implementing the JCIC's guiding principle of providing a financially friendly environment.

As for the expansion of information on the JCIC's official website, the JCIC continued to update the “Home Loan Statistics” and “Industry-Specific Financial Statistics” under the “Big Data Analysis Information” section and regularly updated its open data on the development of credit volume for public reference. In addition, in order to improve the quality of online credit report services for individuals, the JCIC's



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online credit report portal not only provides the option to view credit reports in English, but also an English-language interface to ensure the public's instant access to both the Chinese and English versions of their online credit report from October 3, 2023.

With regard to expanding information services to its member institutions:

1. In order to assist financial institutions in complying with the Central Bank's requirement that borrowers of land purchase loans must commence construction within a specified period of time, and to strengthen compliance with laws and regulations and risk control in the processing of land purchase loans by financial institutions, the “B48 Information on Processing Land Purchase Loans by Financial Institutions” product was newly released on January 17, 2023.
2. Due to the suspicion that financial institutions use the records of deposit account opening inquiries to track debtors' assets and enforce the law, in order to protect the rights and interests of the parties involved and considering the appropriateness of such use of the products by the financial institutions, the “S10 Detailed Statistics of Inquiries” and “S11 Detailed Statistics of Inquiry Records in the Last Year” products were amended on September 7, 2023, so that the records of deposit account opening inquiries are no longer provided to financial institutions for credit approval purposes.
3. In response to the proposals of the Bankers Association of the Republic of China, financial institutions conducting credit card business can now access the information of public institutions through the JCIC. In accordance with the “Regulations on the Management of Financial Institutions' Access to Public Institution Information through the Joint Credit Information Center” amended by the FSC, the JCIC has begun to allow financial institutions to conduct credit card business and access the asset and income information of the individuals involved from November 1, 2023.
4. In accordance with the FSC's policies, the JCIC added the reports and alerts on electronic payment account data by electronic payment institutions to the “Z22 Information on Case Record Notifications and Supplemental Annotations” on December 1, 2023.



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Regarding the promotion of fintech, the JCIC continues to act as the convener of the “Data Governance Group” of the “FinTech Co-Creation Platform” and supports the FSC in advancing the policies of the “FinTech Development Roadmap” and the “FinTech Development Roadmap 2.0.” This includes the completion of the “Commissioned Study on Data Tiering and Data Governance Standards for Cross-Institutional or Cross-Market Data Sharing by Financial Service Providers” in May 2023, which contains recommendations on data tiering and data governance systems for common and potential scenarios of data sharing by domestic financial service providers. In addition, the JCIC serves as the convener of the Financial FIDO Alliance and worked with its technical, business, and security control committees to create the “standardized mechanism for financial mobile identity verification (Financial FIDO),” which was officially launched in June 2023. As part of the operation of the “Fintech Regulation Adjustment Platform,” the JCIC is responsible for assisting in the collection of opinions on the demand for regulatory adjustments in the process of financial innovation and the digitalization of the industry. The first opinion survey was completed in November 2023.

In terms of supervisory support to competent authorities, the JCIC assisted the FSC in promoting the introduction of the internal ratings-based (IRB) approach for calculating credit risk capital requirements for banks, completed the benchmarking model to support the review process, and helped finalize the domestic and overseas application and review discussion on practical issues, the revision of bank self-assessment checklists and review manuals, and the organization of several training events. In addition, the JCIC provided administrative assistance to the FSC in finalizing its “Conceptual Verification Research on the Use of AI in the Review of the Meeting Minutes of the Board of Directors and Supervisors.”

With respect to safeguarding information security mechanisms, the JCIC continued its information security diagnoses and evaluations to ensure the vertical protection of its information security systems. The JCIC also continued to modernize the functions of its application systems and upgraded and replaced the software and hardware of its operating systems. To integrate security monitoring and response, the JCIC's



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Information Security Monitoring and Data Analysis (MDA) Situation Room officially commenced operations in September 2023. Moreover, the JCIC participated in an information security drill from February 13 to March 14, 2023 to test the effectiveness of information security firewalls and other defensive measures, in line with the FSC's schedule for organizing information security attack and defense as well as information security notification drills. On October 2, 2023, the JCIC also passed the interim audits by a third-party certification body (British Standards Institution) and Taiwan Personal Information Protection and Administration System (TPIPAS), thus maintaining the validity of its ISO 27001 information security management system certification.

With respect to social contribution and fulfillment of social responsibilities, the JCIC continued to be actively dedicated to social welfare 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.

Looking to 2024, 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 toward the following goals in an innovative manner:

- I. The JCIC will continue to work with the National Taxation Bureau to improve the convenience of the one-stop service to query estates of deceased relatives; enhance the convenience and user-friendliness of the online credit report inquiry service and provide a friendlier credit report services for the elderly and physically disabled; and expand the content of big data analysis and open information on the official website to improve the quality of official website services for public reference.
- II. In line with the FSC's "Green Finance Action Plan 3.0," the JCIC will promote the "Corporate ESG Data Platform" and finalize the establishment of the "Concrete Climate Risk Information Integration Platform," which will support financial institutions in responding to climate change and promoting sustainable development. In accordance with the relevant policies, the JCIC will



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further expand the “SME Financing Service Platform” and provide access to the information services of public institutions to enhance the efficiency of member organizations in handling related business. In addition, the JCIC will also assist in the establishment of an access mechanism for real-time verification of the validity of residence permits for foreigners in accordance with relevant directives and in response to the needs of financial institutions, as well as negotiate the establishment of an access platform for recognizing the authenticity of national identity cards to assist financial institutions improve the identification of their customers.

III. Consistent with the FSC's FinTech Development Roadmap 2.0, the JCIC will continue to convene members of the “Data Governance Group” of the “FinTech Co-Creation Platform” to jointly promote the establishment of the “Fintech Regulation Adjustment Platform,” deepen data sharing, and launch the Financial FIDO V2 program, among others. Regarding relevant supervisory assistance, the JCIC will continue to cooperate with the FSC in promoting the adoption of the internal ratings-based (IRB) approach for calculating credit risk capital requirements for banks. In addition, taking into account the use of member organizations and the supervisory needs of competent authorities, the JCIC will introduce a GIS mapping system to integrate the concrete climate risk information and the JCIC credit database to improve the internal application of the concrete climate risk database and the supervisory efficiency of competent authorities. Moreover, the JCIC will continue to assist in improving and revising climate change scenario analyses of banks in Taiwan.

IV. In line with developments in business and innovative technology, the JCIC will plan and establish information systems and information security protection measures, further enhance information security protection measures, implement information security control mechanisms, and strengthen risk management for the information and communication system service supply chain. 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, as well as realize system monitoring and backup to ensure uninterrupted information services.



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V.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.

VI.The JCIC will continue to promote the popularization of financial knowledge and sponsor 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 financial inclusion policies promoted by the Financial Supervisory Commission (FSC), the Joint Credit Information Center (JCIC) adheres to the mandate of a non-profit foundation and its social responsibilities, offering a range of services such as credit report inquiries, credit notation processing, and credit counseling. Since January 1, 2018, the public has been able to access their personal credit reports online using smartphones, tablets, and other portable 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 July 1, 2020,



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the JCIC joined the National Taxation Bureau to make nationwide the one-stop inquiry service which allows for free inquiries about “consolidated credit reports and unpaid debt information” of the deceased to assist heirs with obtaining complete information on the financial debts of the deceased. A brand new version of the personal credit report was launched on October 5 of the same year. 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 continuing to offer 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 JCIC building to the 1st floor, where it was originally located, to provide the public with more convenient application services, reduce staff movement, and implement the requirements of pandemic prevention. On December 22, 2021, the JCIC completed the AI chatbot customer service system on the official website, added and revised the functions of the virtual customer service robot, and enhanced the Q&A section to improve the convenience and accessibility of the official website for users. To enhance the service quality of credit report inquiries and to ensure the security of online credit report inquiries by the public, on December 11, 2022, the JCIC introduced a 3D verification mechanism for domestic credit card transactions when using the “Online Credit Report Inquiry Service for Individuals.” In 2023, the JCIC began to offer friendly measures such as guidance and priority processing for the physically and mentally disabled and the elderly at its service counters. In response to the increasingly diversified online financial services, on October 3, 2023, the JCIC introduced an English-language interface to the “Online Credit Report Inquiry Service for Individuals” and added the option to view an English version of credit reports (including the English version of the credit score) to increase convenience when applying for credit reports.



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

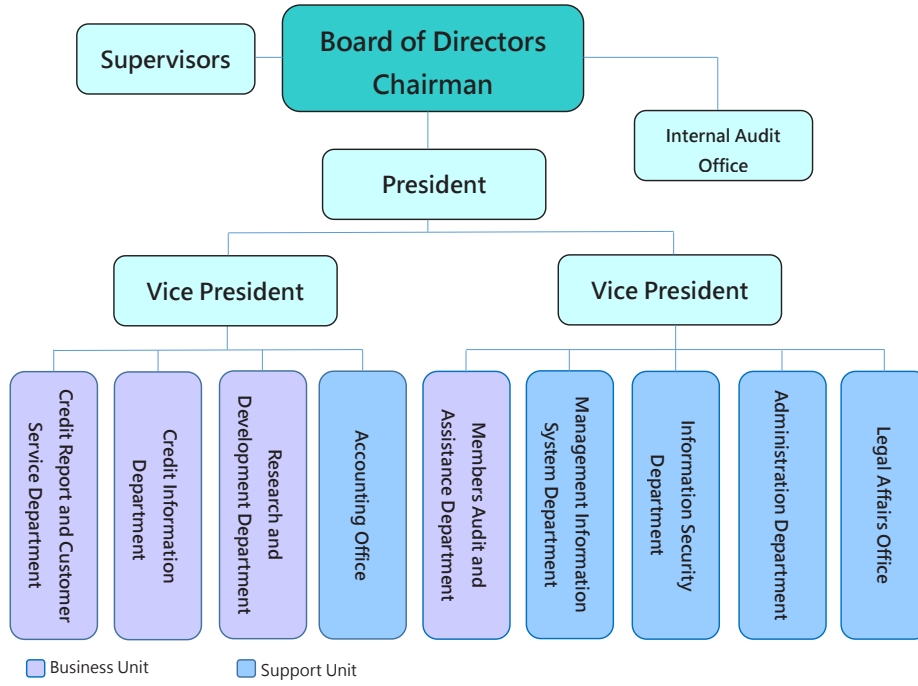
The JCIC has a president who is responsible for operations pursuant to the resolutions made by the Board of Directors and is assisted by two vice presidents. Under the president, there are four business units—Credit Report and Customer Service Department, Credit Information Department, Research and Development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

Date: December 31, 2023

Position	Name	Current Function
Chairman	Jiann-jong Guo	
Director	Chieh-cheng Lu	Chairman, Bank of Taiwan Co., Ltd.
Director	Hsou-yuan Chuang	Director General, Banking Bureau, Financial Supervisory Commission
Director	Chang-ken Lee	President, Cathay Financial Holdings
Director	Brenda Hu	Director-General, Department of Planning, Financial Supervisory Commission (Director since March 21, 2023)
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	Kung Chen	Professor, Department of Management Information Systems, National Chengchi University (Director since March 21, 2023)
Director	Paul C. D. Lei	Chairman, Mega Financial Holding Company and Mega International Commercial Bank Chairman, Bankers Association of the Republic of China (Director since September 26, 2023)
Supervisor	Lan-zhi He	Deputy Director General, Department of Foreign Exchange, Central Bank of the Republic of China (Taiwan)
Supervisor	Tsong-ming Wang	Secretary-General, Bankers Association of the Republic of China
Supervisor	Yu-Tai Lin	Director-General, Department of Information Management, Financial Supervisory Commission (Supervisor since March 21, 2023)



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 2021~2023

Service	2021		2022		2023	
	Total	Growth	Total	Growth	Total	Growth
Credit information inquiries (10,000 inquiries) (Note 1)	69,020	6.52%	72,143	4.52%	75,817	5.09%
Personal credit reports (Note 2)	675,089	1.98%	646,062	-4.30%	726,089	12.38%
Individual applications for notation service (Note 3)	547	-8.68%	650	18.83%	667	2.61%
Notations of payoff by relatives (Note 3)	329	-13.19%	321	-2.43%	346	7.78%

Notes :

1. The total number of inquiries in 2023 increased by 5.09% compared to 2022. In terms of the reasons for the inquiries, the largest increase in revenue in 2023 was due to newly approved loans and cards, with the proportion of new and billable services increasing by around 20% compared to the previous year. Among these new and billable services, lending and other credit services increased by approximately 16%, credit card services increased by approximately 40%, and account management services for existing customers increased by approximately 4% due to the continued growth of the credit card market.
2. The number of inquiries for consolidated credit reports increased by 12.38% in 2023 compared to 2022. This can be attributed to the slowdown of the COVID-19 pandemic, which led to a significant increase in the total number of inquiries compared to the previous year.
3. The number of individual notations and notations of repayments by relatives varies according to the needs of individuals or relatives and is thus subject to slight fluctuations. However, the number of applications for notations in 2023 was 7.78% higher than in 2022. Aside from the impact of the slowdown of the COVID-19 pandemic, the total number of inquiries may have increased due to individuals requesting enhanced identity verifications and similar types of notations to protect against fraudulent activities.



Highlights of 2023

In recent years, sustainable development has become a core value for governments and businesses around the world, and green finance is one of the key policies promoted by the Financial Supervisory Commission (FSC). In 2023, in line with the green finance policies of the FSC, the JCIC further expanded the content of the “Corporate ESG Data Platform” to support financial institutions in assessing corporate ESG credit risks. The JCIC also completed the establishment of the “Concrete Climate Risk Information Integration Platform for the Financial Industry” to assist financial institutions in effectively assessing climate-related risks. The JCIC has also actively pursued sustainable operations internally by taking various measures to conserve energy and reduce carbon emissions. In the future, the JCIC will continue to align with the government's policies and assist in building a sustainable and comprehensive financial ecosystem.

The projects of 2023 were all implemented smoothly with the joint efforts of the directors, the supervisors, and the entire staff under the guidance and assistance of the FSC and the cooperation and support of all members. The highlights of this year's work are summarized as follows:

I. Improvement of credit reporting services and fulfillment of social responsibilities:

1. On October 3, 2023, the JCIC introduced an English-language interface to the “Online Credit Report Inquiry Service for Individuals” and added the option to view an English version of credit reports (including the English version of the credit score).
2. The JCIC has continued to improve the friendliness of its services for the physically and mentally disabled as well as the elderly. This includes achieving WCAG 2.1 Level A on October 11, 2023 for the JCIC's online credit report system. The JCIC also began to offer friendly measures such as guidance and priority processing for the physically and mentally disabled and the elderly at its service counters.



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3. 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 commitment to social welfare.

II. Refinement of services for financial institutions and ESG information integration and query platform:

1. In response to the FSC's Green Finance Action Plan 3.0, the JCIC has continued to consolidate and disclose corporate ESG-related information and assist in building a concrete climate risk database:
 - (1) The JCIC further expanded the content of its "Corporate ESG Data Platform" and included a section for the disclosure of ESG information of listed companies in the "R19 Corporate ESG Information" product on June 1, 2023. In addition, the JCIC added the information on factories under government management and specific factory registrations to the "A14 Factory Registration Information" product and at the same time changed the name of the product to "A14 Information on Factory Registration and Factories under Government Management" on May 1, 2023.
 - (2) In order to assist financial institutions in assessing the sustainability performance of credit-granting institutions, enterprises are encouraged to voluntarily submit the "Self-Assessment Questionnaire on Corporate ESG Information and Sustainable Economic Activities" from September 25, 2023. Financial institutions are now also helping to report ESG information such as enterprises' water and electricity consumption, carbon emissions, and the reference guidelines for recognizing sustainable economic activities to the JCIC.
 - (3) Based on demand from the financial industry for information on concrete climate risks, the "Concrete Climate Risk Information Integration Platform for the Financial Industry" was launched, providing information



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on eight key concrete climate risks for download and use by the industry, including “temperature,” “heat waves,” “cold waves,” “sea level,” “floods,” “droughts,” “mudslides,” and “typhoons.” The platform went officially online on January 31, 2024.

- (4) The JCIC assisted the Bankers Association of the Republic of China in completing the “Climate Change Scenario Analysis Plan for Banks in Taiwan.”
2. From November 1, 2023, financial institutions may use the “Government Data Access Investigation Platform” to verify customers' asset and income information while conducting credit card business.
3. On June 30, 2023, the JCIC revamped and launched the new version of the consumer credit scoring system.
4. Considering the balance of rights and interests of the parties involved as well as the appropriateness of the inquired records for the credit management purposes of financial institutions, the JCIC revised the “S10 Detailed Statistics of Inquiries” and “S11 Detailed Statistics of Inquiry Records in the Last Year” products and launched them online on September 7, 2023.
5. In accordance with the FSC's policies, the JCIC added the reports and alerts on electronic payment account data by electronic payment institutions to the “Z22 Information on Case Record Notifications and Supplemental Annotations” on December 1, 2023.
6. The JCIC continued assisting new member institutions to realize the credit information inquiry security control mechanism as well as implemented relevant inquiry supervision and inspection measures.
7. The 17th 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 inquiries. A new award for special contribution to sustainable financing was also introduced.



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III. Assisting the competent authorities in the introduction of the BASEL III supervisory regulations and other policies:

1. The JCIC assisted the FSC in promoting the introduction of the internal ratings-based (IRB) approach for calculating credit risk capital requirements for banks, completed the benchmarking model to support the review process, and helped finalize the domestic and overseas application and review discussion on practical issues, the revision of bank self-assessment checklists and review manuals, and the organization of several training events.
2. The JCIC provided administrative assistance to the FSC in finalizing its “Conceptual Verification Research on the Use of AI in the Review of the Meeting Minutes of the Board of Directors and Supervisors.”
3. The JCIC assisted the FSC in promoting the “FinTech Development Roadmap” :
 - (1) The JCIC serves as the convener of the Financial FIDO Alliance and worked with its technical, business, and security control committees to create the “standardized mechanism for financial mobile identity verification (Financial FIDO),” which was officially launched in June 2023.
 - (2) In May 2023, the JCIC completed the “Commissioned Study on Data Tiering and Data Governance Standards for Cross-Institutional or Cross-Market Data Sharing by Financial Service Providers,” which contains recommendations on data tiering and data governance systems for common and potential scenarios of data sharing by domestic financial service providers.
 - (3) In connection with the operation of the “Fintech Regulation Adjustment Platform,” in November 2023, the JCIC completed the collection of opinions from industry players on their needs for regulatory adjustments in the process of financial innovation or digitalization of the industry and provided them to the FSC to assess their feasibility and necessity.



Highlights of 2023

- (4) The JCIC assisted the FSC in establishing the “Information Sharing Operational Platform,” which commenced operations in January 2024.
4. The JCIC assisted the Ministry of the Interior in implementing the “Support Program for Mortgage Holders of Owner-Occupied Homes Below the Middle-Income Level.”
5. The JCIC continued participating in the operation of the Asia Credit Reporting Network (ACRN) and took part in the 4th ACRN Conference on July 13, 2023 in Jakarta, Indonesia.

IV. Implementation of information security, personal data protection, and internal management mechanisms:

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 and 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 Administration System (TPIPAS), thus maintaining the validity of the certifications.
3. The JCIC continued promoting the internal energy-saving and carbon-reduction measures for environment friendliness in line with the FSC's green finance policies.



List of Member institutions

Domestic Banks (39)

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	En Tie Commercial Bank
The Export-Import Bank of the Republic of China	Shin Kong Commercial Bank	CTBC Bank Co., Ltd.
Bank of Kaohsiung	Sunny Bank	Rakuten International Commercial Bank
Mega International Commercial Bank	Bank of Panhsin	Next Bank
Agricultural Bank of Taiwan	Cota Commercial Bank	LINE Bank



List of Member institutions

Taiwan Branches of Foreign Banks (22)

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

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	Sanjih 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 (4)

National Credit Card Center of R.O.C.	Global Payments Asia Pacific Hong	American Express Cards Internation Inc.
Taiwan Rakuten Card, 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 2023

Date	Events
2023/01/17	New product B48 “Land loan information” is available for inquiries beginning today to assist member institutions comply with the Central Bank’s land loan regulations which require borrowers to start construction on the land within a specified period of time.
2023/02/17	Product Z26 “Information on foreign nationals” is available for inquiries beginning today.
2023/02/20	The JCIC participates in the 7th International Financial Cooperation Forum (IFCF), jointly hosted by the Financial Services Commission of Korea and the Council on International Financial Cooperation (CIFC) in Seoul today. On the sidelines, the ACRN working group holds a meeting on the ACRN’s future developments and the transition of the chairpersonship with representatives from the Korea Credit Information Services (KCIS), the National Credit Information Centre of Vietnam, the JCIC, and the ACRN consultant.
2023/03/15	Representatives from the FSC, the Banking Association, and the First Mover Coalition of five major financial holding companies are invited along with other specialists by the JCIC to an expert consultation meeting on “Building a Corporate ESG Information Platform for collecting data for [Guidelines for the Determination of Sustainable Economic Activities] ” today.
2023/05/01	To assist its member institutions facilitate ESG-related business and manage credit risk, the JCIC adds information on guided factories to product A14 and renames the product as “A14 Factory registrations and guided factories information” today.
2023/06/01	To assist the FSC in promoting its “Green Finance Action Plan 3.0” policy, the JCIC adds information on corporate ESG collected from the TWSE to its product “R19 Corporate ESG information” today.
2023/06/30	The 6th version of the JCIC’s Product J10 Consumer Credit Score is available for inquiries beginning today.
2023/09/07	Considering the data subjects’ rights and the suitability of the inquiry records checked by financial institutions for the purpose of credit management, the JCIC revises its products “S10 Inquiry Statistics” and “S11 Inquiry record details in the past year” and makes them available online today.
2023/09/14	The 2023 edition of the “Industrial Financial Ratios of IFRS Consolidated and Individual Financial Statements” is published today.



Major Events in 2023

Date	Events
2023/10/02	The JCIC is recertified today by the BSI as meeting the required criteria of the ISO/IEC 27001: 2013 and its certificate will remain valid.
2023/10/02	The JCIC is recertified today by the Institute for Information Industry as meeting the required standards of the TPIPAS and a certificate thereof is granted.
2023/10/03	In response to the increasingly diversified online financial services, English versions of operation interface, credit reports, and credit scores are provided via the JCIC online personal credit report inquiry system to help consumers apply for credit reports.
2023/11/01	To facilitate their access to government data via the JCIC platform, member institutions are allowed to inquire about the personal income and property information of the Ministry of Finance for credit card business purposes beginning today.
2023/12/28	The 2023 editions of the “EAS Financial Ratios of Key Industries” and “EAS Financial Structure Statistics of Key Industries” are published today.



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