

The Credit Bureau of Taiwan



JCIC

ANNUAL REPORT 2024

Joint Credit Information Center

JCIC Annual Report 2024

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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 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 2024, 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 conjunction with the Financial Supervisory Commission's (FSC) "Green and Transformation Finance Action Plan," the JCIC continued to increase the content of the Corporate ESG Data Platform, and added "Material Information Announced on the Market Observation Post System Related to Environmental and Social Responsibility Such as Occupational Safety Incidents" and "Information on GHG Emissions from Sources Controlled by the Ministry of the Environment" to the "R19 Corporate ESG



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Information” product on December 2, 2024, for access by financial institutions. The JCIC encouraged financial institutions to answer the “Self-Assessment Questionnaire on Corporate ESG Information and Sustainable Economic Activities” by including their response status as an evaluation item of the Sustainable Finance Awards in 2024, and also included it in the inquiry fee calculation. The “Physical Climate Risk Information Integration Platform for the Financial Industry” was formally launched on January 31, 2024, to provide information on eight major physical climate risks, including “temperature,” “heat waves,” “cold waves,” “sea levels,” “floods,” “droughts,” “slope disasters,” and “typhoons,” for financial institutions to download and use. As of December 31, 2024, a total of 126 financial institutions had submitted applications to use the platform. The JCIC continued to serve 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 Association in completing an improvement plan for climate change scenario analysis by domestic banks.

In terms of serving the general public, in addition to providing services to principals, the JCIC continued to make services friendlier to the disabled and the elderly, and added an “Age-Friendly Hotline” on September 9, 2024. The hotline provides professional customer service agents who will give priority to the elderly or those with limited mobility when they need telephone consultation. The JCIC stepped up training of front-line service staff on friendly financial services, and organized two courses on treating customers fairly and four courses on telephone customer services in 2024, in order to realize the corporate philosophy of building a friendly financial environment. The JCIC held a total of six financial promotion lectures at the Ministry of Finance and the Ocean Affairs Council in February and April 2024, respectively, to meet the needs of the FSC to provide cross-agency financial education courses. The JCIC participated in the “Financial Services Charity Carnival” two times in June and December 2024. The carnival was co-organized by the Taiwan Financial Services Roundtable and local city governments under the guidance of the FSC, and spread financial and credit investigation knowledge and raised awareness about fraud prevention through quizzes with prizes. In addition, the JCIC released a series of short credit awareness videos—

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“Learn About Credit with Brother Kui” —at the end of 2024. The JCIC's mascot family acted as the protagonists in the three videos: “Pay Attention to Watchlisted Account,” “Guide to Applying for Credit Reports at the Post Office,” and “Online Application for Credit Report Quick Pass-Citizen Digital Certificate,” to promote financial and credit knowledge in a relaxed and lively way.

As for the expansion of information on its 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 volumes for public reference. A new section called “How to Read Credit Reports” was added to the public section of the official website, which uses graphic guides and text descriptions to help people understand the contents of credit reports. The new “Financial Fraud Prevention Section” raised public awareness of fraud methods and effectively promoted anti-fraud measures. The chatbot system of the official website was also expanded to enable users to use the voice recognition function to say what they want to ask, optimizing multi-round dialogue to diversify services.

With regard to expanding information services to its member institutions: 1. The JCIC improved services of the SME Financing Service Platform, including information on carbon emissions from water and electricity consumption and providing labor insurance information for increased periods of time, in coordination with the Small and Medium Enterprise and Startup Administration, Ministry of Economic Affairs. Starting November 25, 2024, companies can access information on the water and electricity consumption of leased factory buildings after obtaining authorization from the lessor. 2. To prevent persons under guardianship/assistance from being defrauded by criminals into opening electronic payment accounts that become channels for money laundering, information on persons declared by the Judicial Yuan as under guardianship/assistance was added to electronic payment-related products, open to access from January 16, 2024. 3. The JCIC developed products related to the “Preferential Housing Loans for the Youth” program of state-owned banks and the one-time loan limit control mechanism of the “Preferential Housing Loans for Youth



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by Agricultural Financial Institutions,” and began offering access to the information starting on September 12, 2024. 4. The system was connected to the National Immigration Agency in July 2024 to provide financial institutions with information since 2022 on the status of high-risk foreigners in Taiwan, unknown whereabouts, investigation and detention data, and information of the Workforce Development Agency and the National Immigration Agency on termination of employment. 5. On August 28, 2024, access was provided to the National Immigration Agency's information on “Z27 Verification of Foreigner's Residence Permit,” “Z28 Status of High-risk Foreigners in Taiwan,” and “P27 Verification of Alien Resident Certificate of Foreign Users of Telegraphic Transfer Accounts.”

In terms of promoting financial technology (FinTech), the JCIC serves as the convener of the Fast Identity Online (Fast-ID, formerly known as FIDO) Alliance, and continued to assist in implementing the Fast-ID V2 Project in 2024, including expanding the scope of business or services using Fast-ID and pushing forward the establishment of a cross-system “Fast-ID Authentication Transfer Center.” The JCIC assisted the FSC in establishing the “Information Sharing Operational Platform,” which commenced operations in January 2024, providing a platform for exchanging opinions, allowing companies to propose ideas for technologies or business models involving data sharing or data governance, and jointly discussing the feasibility from a regulatory and technological perspective with the competent authorities of finance. The platform could also match companies for co-creation. In conjunction with operations of the “FinTech Regulation Adjustment Platform,” the JCIC assisted in collecting the regulatory adjustment needs of associations and innovation parks in the process of financial innovation and industry digitalization. The JCIC continued to serve as an assistant unit of the “Technology Innovation Regulatory Review Working Group” under the platform, which was merged into the “Financial Action Innovation Regulatory Adaptation Platform” newly established by the FSC, and assisted in collecting suggestions and opinions from industry and academia on financial policies and regulations related to financial technology innovation.



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In terms of supervisory assistance to the competent authority, the JCIC served as a member of the FSC's "Internal Rating-Based (IRB) Approach Review Working Group", assisting in reviewing 6 topics of 2 major aspects, namely the applicant bank's information systems and risk models. In addition, the FSC made an administrative request on June 13, 2024 for the JCIC to handle the "Digital Reporting and Analysis Mechanism for Banking Supervision Information," which would be carried out in three phases over six years. The first phase would focus on the credit risks of banks, plan to build a visualized analysis platform, and handle automated reporting.

With regard to information security mechanisms, the JCIC continued strengthening the vertical protection of information security as well as the management and monitoring of access privileges for information systems. The JCIC also continued to add and revise application system functions, and upgraded and replaced software/hardware of operating systems in order to improve system security, usability, and performance. The JCIC completed a containerized cluster management platform in January 2024 to provide a more secure, efficient, flexible, easy-to-deploy, and service-oriented information platform, and it kept up related application system migration. In addition, the JCIC gradually introduced zero-trust architecture and completed a POC project to restrict horizontal connections using micro-segmentation technology in March 2024. The JCIC also passed the third party verification reviews for the ISO 27001 Information Security Management Systems and Taiwan Personal Information Protection and Administration System (TPIPAS), thus maintaining certification validity.

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 2025, the JCIC will remain committed to abiding by its objectives, continue to support the policies of the competent authority, and endeavor to meet the expectations of its member institutions and of the general public by working steadily towards the following goals in an innovative manner:



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- 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; create a friendly financial service environment, continue to optimize credit report application services, and expand the content of services; and continue to promote credit and anti-fraud knowledge, improve the service efficiency of the official website, and expand the content of big data analysis and open data on the official website for public reference.
- II. In line with the FSC's sustainable finance policy, the JCIC will continue to improve services of the Corporate ESG Data Platform and the Physical Climate Risk Information Integration Platform for the Financial Industry, and assist financial institutions with the implementation of sustainable development. The JCIC will continue to improve the SME Financing Service Platform and provide access to data services of government agencies according to the policy to increase the effectiveness of applications. In addition, the JCIC will provide access to data related to the government's anti-fraud policy to assist financial institutions in strengthening identity verification and risk management.
- III. The JCIC serves as an assistant unit of the "Technology Innovation Regulatory Review Working Group" under the FSC's "Financial Action Innovation Regulatory Adaptation Platform," helping to provide timely suggestions and opinions by industry and academia on relevant policies and regulations, and offering the FSC accelerated evaluation and rapid response. The JCIC will also continue to serve as the convener of the "Fast-ID Alliance," and assist in the implementation of the Fast-ID Extension Project, including expanding the scope of business or services and carrying out operations of the cross-system "Fast-ID Authentication Transfer Center." 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.
- 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



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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. The JCIC will continue to pay attention to the development of AI and cloud technologies, and look into the feasibility of introducing related technologies.

V. The JCIC will continue to cooperate in the third-party certification of ISO27001 Information Security Management Systems and of the Taiwan Personal Information Protection and Administration System (TPIPAS) to maintain the certification validity.

VI. The JCIC will continue to promote the generalization 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 endeavor 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 join hands 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

Inclusive Finance for the General Public

In compliance with the financial inclusion policies promulgated by the Financial Supervisory Commission (FSC), the JCIC adheres to the mandate of a non-profit foundation and its social responsibilities by providing credit report inquiries, accepting credit notations, making data corrections, and providing credit inquiry services. In July 2011, the JCIC entrusted Chunghwa Post to accept and verify applications for personal credit reports, and expanded locations for providing credit report application services to improve the accessibility of services. In July 2012, the JCIC began providing one copy of the personal credit report free of charge every year, offering free inquiries to remind people to cherish their credit. In November 2015, the JCIC launched the personal credit report online inquiry service, allowing people to download and check their credit reports using their citizen digital certificate. In January 2017, the JCIC began allowing individuals to check their personal credit scores when checking their credit reports online. In January 2018, the JCIC began allowing individuals to check their online credit reports on their smartphones or tablet PCs. In March 2019, the JCIC began providing paperless credit report application service over the counter to improve the quality of counter services and support the government's energy conservation and carbon reduction policy. In October 2020, a new version of the consolidated credit report for principals was released to make the contents more concise and easy to understand. In October 2023, the JCIC added an English interface for checking personal credit reports online and began providing English version credit reports, thereby making it more convenient to apply for English credit reports.

The JCIC actively cooperates with events organized by the FSC and Taiwan Financial Services Roundtable, and also organizes cross-agency lectures to spread awareness on credit. The JCIC participated in the "Financial Services Charity Carnival" to impart to people face-to-face the importance of cherishing credit and preventing fraud. In addition to sections on "Introduction to Credit" and "Financial Fraud Prevention" on the official website, the JCIC provides related information to the public from time to time. The JCIC has also produced educational videos to promote credit literacy in an easy-to-understand and lively manner.



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

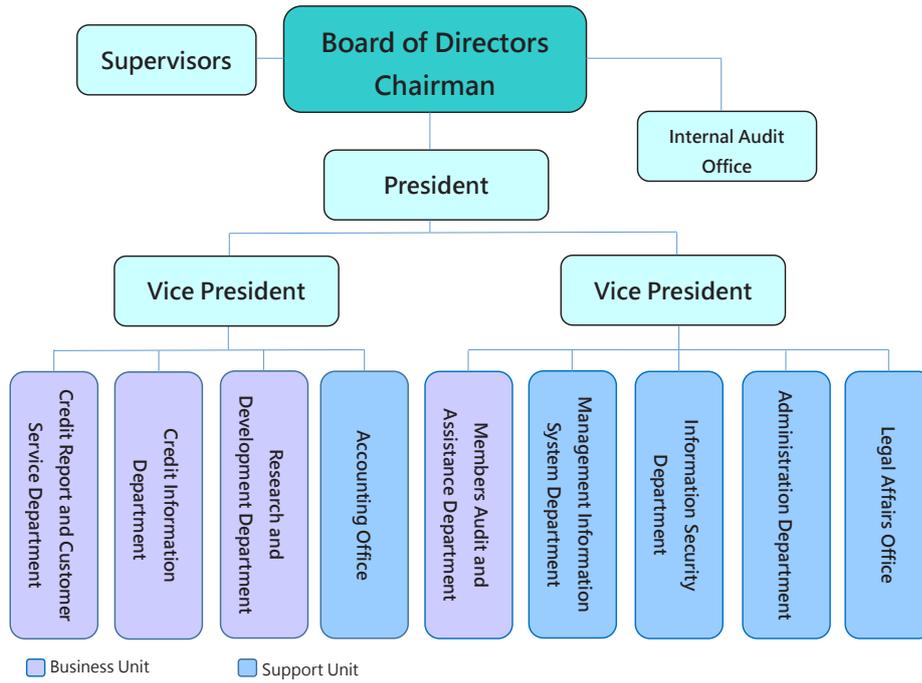
The JCIC has a president who is responsible for operations pursuant to the resolutions made by the Board of Directors and is assisted by two vice presidents. Under the president, there are four business units—Credit Report and Customer Service Department, Credit Information Department, Research and Development 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, 2024

Position	Name	Current Function
Chairman	Jiann-jong Guo	
Director	Hsou-yuan Chuang	Director General, Banking Bureau, Financial Supervisory Commission
Director	Ray B. Dawn	Chairman, Mega Financial Holding Company and Mega International Commercial Bank Chairman, Bankers Association of the Republic of China (Director since October 21, 2024)
Director	Chang-ken Lee	President, Cathay Financial Holdings
Director	Feng-ying Xie	Deputy Director-General, Department of Banking, Central Bank of the Republic of China (Taiwan)
Director	Brenda Hu	Director-General, Department of Planning, Financial Supervisory Commission
Director	Han-ming Li	Professor, Department of Computer Science and Information Engineering, National Taiwan University of Science and Technology
Director	Yen-Mao Lin	Chairman, Taiwan Cooperative Financial Holding Co., Ltd. (Director since November 23, 2024)
Director	Kung Chen	Professor, Department of Management Information Systems, National Chengchi University (Terminated on December 28, 2024)
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



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 2022~2024

Service	2022		2023		2024	
	Total	Growth	Total	Growth	Total	Growth
Credit information inquiries (10,000 inquiries) (Note 1)	72,143	4.52%	75,817	5.09%	77,033	1.60%
Personal credit reports (Note 2)	646,062	-4.30%	726,089	12.38%	726,089	16.46%
Individual applications for notation service (Note 3)	650	18.83%	667	2.61%	798	19.64%
Notations of payoff by relatives (Note 3)	321	-2.43%	346	7.78%	447	29.19%

Notes :

1. The total number of inquiries in 2024 increased by 1.60% compared to 2023. In terms of the reasons for inquiries, among new and billable services, lending and other credit services increased by approximately 11% compared to the previous year, while credit card services decreased by approximately 28% (mainly due to the significant increase in inquiries the previous year from new and old customers of the co-branded card of an American wholesaler; there was no large-scale issuance of cards in 2024). Among account management and billing, due to the continued growth of the credit card market, account management inquiries from existing customers increased by approximately 4%.
2. The number of inquiries for consolidated credit reports in 2024 increased by 16.46% compared to 2023. This may be due to the JCIC's efforts to promote the "importance of credit information," higher credit awareness among the public, and continued provision of convenient credit report application services to the public. The number of inquiries through various application channels has increased, resulting in a significant rise in the overall number of inquiries compared to the previous year.
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 thus was subject to slight fluctuations. The number of applications for notations in 2024 significantly increased compared to 2023, which may be due to the principals or their relatives applying for notations to protect their rights and interests from fraud, resulting in the rising number of notation cases.



Highlights of 2024

Sustainable development has become a core value of governments and companies around the world in recent years. Under the FSC's green finance policy, the JCIC continued to expand the content of the "Corporate ESG Data Platform" in 2024 to support financial institutions in assessing corporate ESG credit risks. The JCIC also completed the establishment of the "Physical Climate Risk Information Integration Platform for the Financial Industry" to assist financial institutions in effectively assessing climate-related risks. In the future, the JCIC will continue to help make green finance a driving force of Taiwan's transition towards net zero emissions in conjunction with the FSC's "Green and Transformation Finance Action Plan."

The projects of 2024 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:

A. Implemented inclusive finance and made credit report services friendlier:

1. The JCIC continued to make services at the counter and on the official website friendlier for the elderly and people with disabilities. This includes setting up friendly service counters, improving chatbot functions of the official website, and producing educational short videos. In addition, the JCIC began providing a hotline to speed up services for the elderly and people with disabilities on September 9, 2024.
2. The JCIC actively promoted financial knowledge and added sections on "How to Read Credit Reports" and "Financial Fraud Prevention" on the official website starting June 24, 2024. The JCIC also provided cross-agency financial education courses and financial promotion lectures in coordination with the FSC to enhance awareness of personal credit information protection.



Highlights of 2024

B. Implemented the green finance policy and improved service functions for financial institutions:

1. The JCIC continued to increase the content of the Corporate ESG Data Platform, and added “Material Information Announced on the Market Observation Post System Related to Environmental and Social Responsibility Such as Occupational Safety Incidents” and “Information on GHG Emissions from Sources Controlled by the Ministry of Environment” to the “R19 Corporate ESG Information” product on December 2, 2024 for access by financial institutions.
2. The JCIC amended the “Principles and Standards for the Recognition of Green Credit, Sustainability Performance-Linked Credit and New Social Responsibility Credit” in the “Directions for Submission of Credit Information by Financial Institutions,” in order to make the green credit, sustainability performance-linked credit, and social responsibility credit of financial institutions more sound and more consistent with the standards of the three international loan associations. The amendment was launched on October 1, 2024.
3. The JCIC encourages financial institutions to answer the “Self-Assessment Questionnaire on Corporate ESG Information and Sustainable Economic Activities” by including their response status as an evaluation item of the Sustainable Finance Awards in 2024, and also included it in the inquiry fee calculation.
4. The “Physical Climate Risk Information Integration Platform for the Financial Industry” was completed and launched on January 31, 2024 to consolidate information on physical climate risks for download and use by financial institutions.
5. Starting April 1, 2024, the scope of authorization for investigations on the governmental information connection survey platform was expanded to the guarantor and person-in-charge of borrowers (including individuals and companies), and the Ministry of Finance's information on their income and assets may be accessed for the purpose of credit extension.



Highlights of 2024

6. The JCIC improved services of the SME Financing Service Platform, including information on carbon emissions from water and electricity consumption and providing labor insurance information for increased periods of time, in coordination with the Small and Medium Enterprise and Startup Administration, Ministry of Economic Affairs. Starting November 25, 2024, companies can access information on the water and electricity consumption of leased factory buildings after obtaining authorization from the lessor.
7. The JCIC developed products related to the “Preferential Housing Loans for the Youth” program of state-owned banks and the one-time loan limit control mechanism of the “Preferential Housing Loans for Youth by Agricultural Financial Institutions,” and began offering access to the information starting September 12, 2024.
8. The JCIC provides access to information of the National Immigration Agency on high-risk foreigners, in order to assist financial institutions in gaining control of and strengthening the management of the aforementioned high-risk customer accounts, so that they are not used by criminals as dummy accounts.
9. To prevent persons under guardianship/assistance from being defrauded by criminals into opening electronic payment accounts that become channels for money laundering, information on persons declared by the Judicial Yuan as under guardianship/assistance has been added to electronic payment related products, and can be accessed by the public from January 16, 2024.
10. The JCIC held the 18th commendation of member institutions, and recognized 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. The Sustainable Finance Award was also awarded to institutions with excellent performance in sustainable finance services.



Highlights of 2024

C. Assisted the competent authority with climate change scenario analysis and other supervisory measures:

1. The JCIC serves 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 Association in completing an improvement plan for climate change scenario analysis by domestic banks.
2. The JCIC assisted with reviews of applicant banks using the IRB approach in conjunction with the FSC promoting the use of the IRB approach for calculating credit risk capital requirements for banks.
3. The JCIC assisted the FSC with implementing the digital reporting and analysis mechanism for bank supervision information, and established a visualized analysis platform for bank credit risk and automated reporting procedures in the first phase.
4. The JCIC serves as the convener of the Fast-ID Alliance, and assisted in implementing the Fast-ID V2 Project, including expanding the scope of business or services using Fast-ID, and pushing forward the establishment of a cross-system “Fast-ID Authentication Transfer Center.”
5. The JCIC serves as the advisory unit of the “Technology Innovation Regulatory Review Working Group” under the “Financial Action Innovation Regulatory Adaptation Platform” of the FSC, and assisted in collecting suggestions and opinions from industry and academia on financial policies and regulations related to financial technology innovation.

D. Introduce emerging technologies to strengthen information security, strengthen ESG, and implement internal management:

1. The JCIC continued strengthening the vertical protection of information security as well as the management and monitoring of access privilege for



Highlights of 2024

- 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.
 4. The JCIC actively fulfills its commitment to social welfare by continuing to provide 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.



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	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 (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 2024

Date	Events
2024/01/16	To prevent those who are under guardianship and assistance from being deceived by criminals into opening e-payment accounts for money laundering, information on persons under guardianship and assistance collected from the Judicial Yuan is added to product P33 "Information on fraud cases & ID verification notations for electronic payment companies" for inquiries beginning today.
2024/01/31	To assist the FSC in promoting its "Green Finance Action Plan 3.0" policy aimed at consolidating information related to climate physical risks for FIs, the JCIC's new "Climate Physical Risk Data Platform for FIs" goes alive today for FIs to download relevant information on climate risks to facilitate climate change risk management.
2024/02/21	JCIC Chairman Guo and colleagues participate in a FSC working group meeting chaired by FSC Vice Chairperson Jean Chiu on "Establishing a Digital Reporting and Analysis Platform for Bank Supervision" today. The JCIC reports on how to assist the FSC in setting up the platform. In three stages over six years, the JCIC will provide supervision reports and granular information required on credit risk, market risk, and liquidity risk, to make supervision information analysis more flexible and scalable and utilize API to improve reporting efficiency. Analysis results will also use visual tools to generate relevant dashboards and interactive charts, which will make supervision information more efficient and clear.
2024/04/09	The JCIC donates NT \$ 3,000,000 today to help people victimized by the quake in Hualien on Apr. 3, 2024.
2024/04/23	The 3rd stress test group meeting in 2024 is hosted by the JCIC at the Bankers Association today. The FSC's Banking Bureau, the Central Bank, the Central Deposit Insurance Corporation, and relevant financial institutions are represented at the meeting. The FCS, a climate service provider, gives a presentation on the improvement of climate risks and methodologies in the climate change scenario project. The meeting approves the addition of acute physical risk items and decarbonisation pathway data.
2024/04/30	To help participants understand the operation mechanisms of the "Data Sharing Working Platform" and keep abreast of new data technology trends, while balancing privacy protection and reasonable data utilization, thereby enhancing the efficiency and feasibility of data sharing, a seminar is hosted today by the Data Governance Group under the FinTech Co-Creation Platform, chaired by the JCIC. Regulatory authorities, members of the Financial Data Governance Group, financial associations and their members, peripheral financial institutions, and FinTech companies from the FinTechSpace are represented.



Major Events in 2024

Date	Events
2024/06/15	The JCIC participates in the "Financial Services Charity Carnival", jointly sponsored by the FSC, the Taiwan Financial Services Roundtable, and the Tainan City Government at the Yonghua Civic Center in Tainan. In the carnival, the JCIC promotes financial credit knowledge to the public through a quiz format, raising awareness of fraud prevention.
2024/06/20	To support the expansion of data items for the SME Financing Service Platform, the "T93 Electricity Usage and Overdue Bill Records," "T94 Labor Insurance and Overdue Bill Record," and "T95 Water Usage and Payment Records" are revised today.
2024/06/20	The "Financial FIDO authentication and connection hub" business interface briefing and matchmaking meeting is hosted by the JCIC and chaired by the business committee of the Financial FIDO Alliance today to establish communication channels for RPs (Relying Parties) and IDPs (Identity Providers) , and facilitate future cross-institutional business cooperation.
2024/06/30	To assist the FSC to provide cross-agency financial education courses, the JCIC holds a total of six financial education seminars at the Ministry of Finance and the Ocean Affairs Council.
2024/07/05	Starting today, the JCIC begins providing financial institutions with data on migrant workers in Taiwan via file transfer.
2024/08/06	The JCIC hosts a briefing on "Data File Transmission of Migrant Workers in Taiwan from the National Immigration Agency".
2024/08/28	"Z27 Alien Resident Certificate Validation", "Z28 Status of Migrant Workers in Taiwan", and "P27 Information on Validation of Alien Resident E-payment Account Users" from the National Immigration Agency are available for inquiry beginning today.
2024/08/29	The 2024 edition of the "Industrial Financial Ratios of IFRS Consolidated and Individual Financial Statements" is published today.
2024/09/09	Starting today, elderly or mobility-impaired customers in need of phone consultations can call the "Elderly-Friendly Hotline" at 02-23163288, where they will be given priority service by the JCIC's professional customer service representatives.
2024/09/12	To assist public banks and agricultural financial institutions with a one-time loan limit control on an updated version of the "Preferential Housing Loans for the Youth" and on the "Preferential Housing Loans for the Youth by Agricultural Financial Institutions", respectively, the JCIC releases two new products "B98 Vetting Records on MOF Preferential Housing Loans for the Youth" and "B95 Vetting Records on MOA Preferential Housing Loans for the Youth" today.



Major Events in 2024

Date	Events
2024/10/16	<p>From September 24 to October 16, 2024, the JCIC, represented by Vice President Jeffrey Lin, Deputy Manager Milton Su, and Team Chief Elpmis Chang, participates in on-site presentations and interview meetings at the Financial Supervisory Commission (FSC) by seven banks applying for the Internal Ratings-Based (IRB) approach. Prior to the meetings, the JCIC prepared questions for the Banking Bureau based on current baseline model comparison analysis and review of bank application documents. The Banking Bureau provided these questions to the banks in advance to enable detailed responses to relevant review issues. During the meetings, the JCIC also delves further into inquiries regarding the banks' rating system overviews and practical IRB operations to facilitate the subsequent IRB review process.</p>
2024/11/05	<p>Two new sections, "How to Read Credit Reports" and "Financial Fraud Prevention", are added to the JCIC's official website today.</p>
2024/11/11	<p>"Transferred liability on guarantors" is now added to the unpaid debt information, which is an additional inquiry item for the public.</p>
2024/11/18	<p>A delegation of representatives from financial regulatory authorities in the Philippines, Cambodia, Vietnam, Indonesia, and India for the "2024 Asian Financial Supervision Conference (AFSC)", which is commissioned by the Bankers Association and organized by the Taiwan Academy of Banking and Finance, visits the JCIC today to better understand Taiwan's credit reporting system and its latest applications.</p>
2024/11/25	<p>In coordination with an SME Financing Service Platform plan to expand inquiry targets on corporate electricity and water usage information. rental offices and factories now can be inquired about in "T93 Corporate Electricity Usage and Payment Records" and "T95 Corporate Water Usage and Payment Records."</p>
2024/12/02	<p>To assist member institutions in better understanding corporate ESG performance, the JCIC adds information on "Greenhouse Gas Emissions Information from Environmental Protection Agency-Regulated Sources" and "Major Workplace Safety / Disaster / Environmental Pollution and Penalty Cases by Regulatory Authorities" to its product "R19 Corporate ESG Information" today.</p>
2024/12/04	<p>In response to the Financial Supervisory Commission's 2024 Taiwan Money Week, the JCIC hosts the "CreDi Family Photo Fun" mascot photo event today on the ground floor of the TLDC Financial Building. The event aims to raise public awareness about preventing financial fraud and promoting the importance of maintaining good credit.</p>



Major Events in 2024

Date	Events
2024/12/07	The JCIC participates in the "Financial Services Charity Carnival," jointly sponsored by the Financial Supervisory Commission, the Taiwan Financial Services Roundtable, and the Taipei City Government at the Dr. Sun Yat-sen Memorial Hall in Taipei, where the JCIC sets up a booth to promote financial credit knowledge to the public and its mascots, "CredDi" and "CredMom," also make an appearance to take photos with attendees.
2024/12/12	In compliance with the new projects of "Preferential Housing Loans for the Youth" and "Preferential Housing Loans for the Youth by Agricultural Financial Institutions", the JCIC adds corresponding codes for these loan types under the "Government-subsidized loan categories" under the file format "Monthly Loan Outstanding Record (201) ". This update will take effect when data submission begins in December 2024 and will be disclosed in related products such as "B33 Credit, collateral, repayment, and guarantee records-by bank".
2024/12/24	The 18th Annual Member Institution Awards are held today, featuring the debut appearance of the "CredDi Family" mascot. The mascot participates in the opening ceremony and warmly interacts with participants.



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