


The Credit Bureau of Taiwan



JCIC

ANNUAL REPORT 2015

Joint Credit Information Center



JCIC Annual Report 2015

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FOREWORD

Established in 1975, the Joint Credit Information Center (JCIC) celebrated its 40th anniversary in 2015. As the only credit reporting agency and credit information service provider in Taiwan for 40 years, the JCIC is a "credit information provider" and a "credit risk counselor rolled into one." Aside from providing its member institutions with comprehensive, accurate and timely credit information as an important aid in making credit decisions, the JCIC is committed to enhancing credit report services for data principals, raising public awareness of the importance of good credit, and providing necessary information and assistance to the competent authority in line with its supervisory policies and needs.

After 40 years of sound growth and development, the JCIC has established a solid foundation for Taiwan's financial credit service and national credit system. Along with the evolvement of the financial environment, the JCIC has developed more credit-related products and services and upgraded its software and hardware to provide the financial market with more stable, efficient and secure services, while fulfilling its social responsibility as a public-interest entity.

Based on its mission, the JCIC, in coordination with the Financial Supervisory Commission ("FSC"), launched a "Financial Infrastructure Project" in May 2015 that covers five aspects -better financial constitution , stronger competitiveness, risk control, digital development and payback to society. Under the guideline of "prudence and innovation", the JCIC ensures compliance with laws, regulations, and principles of personal information protection ; adopts more open and innovative practices ; actively supports and offers assistance to government policies; and enhances the breadth and depth of the credit information collected.

In support of the FSC policy of strengthening the international competitiveness of financial institutions and extending financial services to the rest of Asia, the JCIC held its 40th-anniversary celebration and the first Asia Credit Bureau Seminar on March 20, 2015. The seminar invited the heads of credit bureaus in Asia to attend and had the chairpersons of the EU's Association of Consumer Credit Information Suppliers (ACCIS) and the American Consumer Data Industry Association (CDIA) as keynote speakers. By expanding international exchanges, the JCIC hoped to absorb more international experiences and develop more international cooperation opportunities.

In the field of international recognition, in the Doing Business 2016 published by the World Bank on October 28, 2015, Taiwan received the highest score of 8 for "depth of credit information index", as in the previous year. The Doing Business



FOREWORD

2016 reported on 189 economies worldwide. Only two countries in Asia, Taiwan and South Korea, received the perfect score, surpassing Japan (6), Singapore (7), Hong Kong (7) and China (6), as well as the average score of 6.5 for all OECD countries.

In the efforts to develop financial technology (FinTech) and build a digital financial environment, the JCIC introduced online inquiries about personal credit reports using the Citizen Digital Certificate on November 1, 2015. This new service allows the public to check up on their personal credit records anytime anywhere and reinforces public awareness of the value of good credit. In addition, in coordination with the FSC big data application and open financial information initiative, the JCIC added an "Open Data" section on its website in February 2015 to provide statistical data on credit extension, home loans, credit cards and corporate financial statements in a de-identified manner for inquiries by the public. The JCIC also participated in the setting up of the Financial Technology Development Fund to assist in the cultivation of FinTech manpower and startups. By so doing it seeks new opportunities in the FinTech environment.

With respect to strengthening risk management and assisting the competent authority in financial supervision, the JCIC, in coordination with the FSC policy of requiring financial institutions to report the credit-related information of their offshore banking units (OBU) to facilitate supervision of the overseas credit exposures of banks, revised its reporting rules and required banks to report their OBU credit information starting November 1, 2015. The data collected is provided to the competent authorities to meet their policy-making and supervisory needs, and can help banks get a grip of the overall credit risks of clients and enhance their risk management mechanism. To step up the supervision of financial derivative products, the JCIC has created a financial-derivatives database and will continue to enrich the reporting content and strengthen the inquiry mechanism. In coordination with the promulgation of the Act Governing Electronic Payment Institutions, the JCIC, again serving the function of an information exchanger, completed the "Operating Rules for Data Reporting and Inquiry by Electronic Payment Institutions" to assist electronic payment institutions in confirming the identities of data principals. In response to the needs of the financing market and to help startups gain more access to financing channels, the JCIC allowed financial leasing companies to apply for personal credit reports online on behalf of data principals starting October 1, 2015.



FOREWORD

As a non-profit organization, the JCIC also endeavors to fulfill its social responsibility by actively sponsoring all kinds of public-interest activities. In 2015, the JCIC made donations to the Taiwan Financial Services Roundtable Education Fund and the College Students Financial Sector Employment Program, held activities for senior citizens, sponsored a tug-of-war project, and made donations to Bashian dust explosion victims. They were all for supporting socially disadvantaged people and people in remote areas.

Looking to 2016, the JCIC will continue to support the policies of the competent authority and endeavor to meet the expectations of its member institutions and the public by working toward the following goals:

1. Continue to improve the functions and efficiency of "online inquiries about personal credit reports" ;
2. Continue to expand the scope of data and related services for the benefit of businesses and individuals in support of the government's "Big Data" and "Open Data" policies;
3. Establish a "customer service management system" to consolidate problem-reporting channels so as to quickly respond to questions from the public and their needs;
4. Continue to require reporting of credit information by financial leasing companies to enrich the credit databank;
5. Continue to observe the FSC policy of promoting fulfillment of corporate social responsibility by the financial sector;
6. Continue to expand international exchanges to enhance the international stature of the JCIC.

The JCIC aspires to provide quality credit information based on a high-calibre information security mechanism. By leveraging its existing resources, the JCIC will continue to enhance data integrity, timeliness, and accuracy, strengthen compliance with data protection regulations and reinforce infrastructure to protect information security. At the same time, the JCIC will step up efforts to raise public awareness of the value of good credit and the importance of proper use of credit and to provide sound all-round services to create a win-win credit transaction environment that benefits the JCIC, its member institutions, and the public.



History

The mission of the Joint Credit Information Center (JCIC) is to establish a nationwide credit information databank, improve the credit investigation function of the financial sector, promote the development of credit investigation techniques, provide credit records as well as operating and financial information about economic entities, ensure the safety of credit transactions, and promote the sound development of a national credit system. The Joint Credit Information Center (JCIC) was established in 1975 by and under the Bankers Association of Taipei for the compilation, processing, and exchange of credit data among financial institutions. In the ensuing 17 years, the JCIC kept on expanding its business scope. As a result, the Bankers Association of Taipei decided in 1992 to donate all the operating surpluses of the JCIC and transform the center into a non-profit foundation. The new JCIC continues to collect and process all kinds of credit information according to law and serve its member institutions by providing accurate and quality credit information on a user fee basis.

The JCIC established in succession an "Accounting Office" (December 1998), an "Internal Audit Office" (January 2006), and an "Information Security Department" (April 2012) to enhance internal management and information security. To take over the businesses of collecting credit information, establishing a corporate financial information database and analyzing corporate financial information, and to establish a single window for the service of its member institutions, the JCIC established a "Credit Information Department" in June 1998. It established a "Members Audit and Assistance Department" in September 2000 for the purpose of conducting information security audit of its members and improving member service. A "Risk Analysis Department" was established in September 2010 (which was combined into "Research and Development Department" in October 2013) to strengthen the analysis and utilization of credit information by the national credit information databank and to develop value-added credit information service (e.g. credit scoring). For the purpose of improving overall service quality, content, and business performance, the JCIC amended its Articles of Incorporation, which received approval of the Financial Supervisory Commission on September 23, 2013. Under the amended Articles of Incorporation, the JCIC has the following divisions: Credit Report and Customer Service, Credit Information, Research and Development, Members Audit and Assistance, Management Information System, Information Security, Administration, Accounting, Internal Audit Office and Legal Affair Specialists.



History

The JCIC is the only credit-reporting agency in Taiwan that collects credit information from its financial institutions. It is also Asia's first such agency that collects both positive and negative credit data on individuals and corporations. The JCIC currently offers 180 standard products in nine categories (Basic Information, Credit Information, Financial Information, etc.) for inquiries by member institutions, 15 products through the "SME Financing Service Platform" established by the MOEA Small and Medium Enterprise Administration with JCIC assistance, and more than 2,000 sets of customized and account management information products. Credit information products provided by the JCIC have long been important aids for financial institutions in their credit extension business.

In the Doing Business 2004, the very first of such reports published by the World Bank in 2003, the JCIC, representing Taiwan, ranked No. 1 among the rated countries. In the Doing Business 2015 and 2016 reports, Taiwan received the highest score of 8 for "depth of credit information index", an area that the JCIC is responsible for, suggesting the integrity, accuracy and timeliness of the JCIC's databank are internationally recognized.

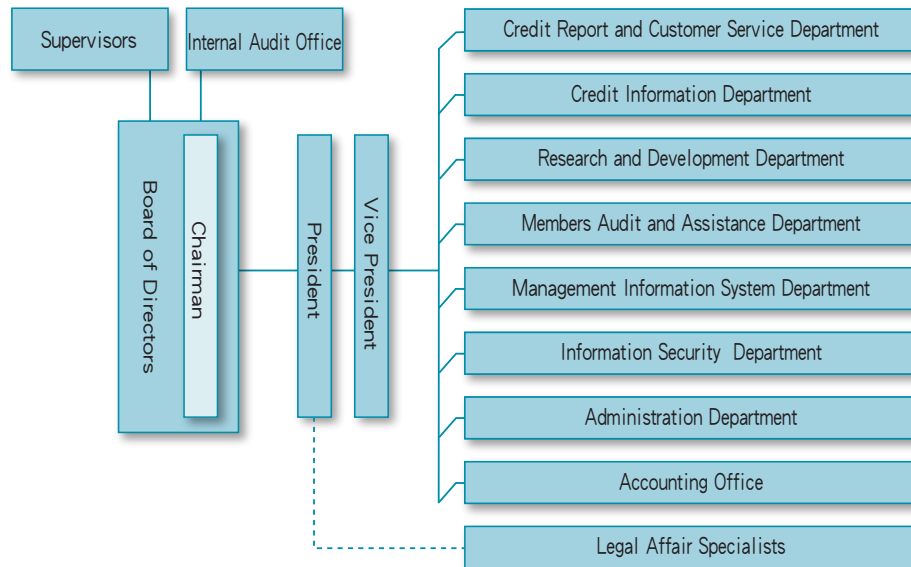


Objectives

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



Organizational Structure



A. Board of Directors

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

B. Service Departments

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



Directors and Supervisors

Title	Name	Company Affiliation
Chairman	Fu-hsiung Hu	
Director	Jih-chu Lee	Chairman, Taiwan Financial Holding / Bank of Taiwan Chairman, the Bankers Association of the Republic of China
Director	Tzong-rong Tsai	Vice President, Bank of Taiwan (Left office on January 16, 2016)
Director	Austin Chan	Director General, Banking Bureau, Financial Supervisory Commission
Director	Chang-Ken Lee	President, Cathay Financial Holding/Cathy United Bank (Became director on November 26, 2015)
Director	Ming-ji Lin	Professor, Department of Business Administration at National Central University
Director	Hsi-peng Lu	Professor, Department of Information Management at National Taiwan University of Science and Technology
Director	Chiu-tang Chen	Deputy Director-General, Department of Banking, Central Bank of the Republic of China (Taiwan)
Director	Ming-dar Huang	Professor, Department of Information Management Director at Tamkang University; Director, Office of Information Services
Supervisor	Yi-hong Hsieh	Adjunct Professor, College of Management at National Taiwan University
Supervisor	Yu-ming Chen	Counselor, Central Bank of the Republic of China
Supervisor	Nancy Young	Secretary-General, The Bankers Association of the Republic of China



Services

A. Services to Members

1. To provide online and offline credit inquiry services.
2. To accept supplements, corrections or deletions of credit information.
3. To conduct financial analysis and credit scoring of enterprises.
4. To provide a service platform for reporting alert/fraud cases.
5. To publish and distribute books and journals in print and on CDs, including Overview of Financial Institutions, Guidelines for Monthly Reporting of Loan Balance, Manual for Compiling Guidelines and Rules for Reporting Credit Card Related Information, Manual for Compiling Guidelines and Rules for Reporting Other Types of Information, Business & Industrial Key Financial Ratios, and Business & Industrial Key Financial Structure Information.
6. To provide training for new members and to hold lectures, workshops, and seminars relating to credit information for personnel of member institutions.
7. To handle other matters relating to credit information.

B. Services to Individuals

1. To accept inquires about credit reports.
2. To provide assistance in reading and understanding credit reports.
3. To accept applications for notations .
4. To provide supplements and corrections to individual credit records.

C. Services to Competent Authorities

To provide information and assistance in line with the supervisory requirements of the competent authorities.

Services

D. Statistics on Credit Inquiry Services, 2013 ~ 2015

Service	2013		2014		2015	
	Total	Growth	Total	Growth	Total	Growth
Credit information inquiries (10,000 inquiries) (Note 1)	46,438	9.85%	47,309	1.88%	49,815	5.30%
Personal credit reports (Note 2)	237,325	21.91%	236,983	-0.14%	279,895	18.11%
Individual applications for notations (Note 3)	842	-8.70%	676	-19.71%	637	-5.77%
Notations of payoff by relatives (Note 3)	656	-28.70%	520	-20.73%	495	-4.81%

Notes :

1. The number of credit information inquiries increased 5.30% in 2015 as compared with 2014, mainly due to increase in inquiries of standard, customized and account management credit products, in particular account management products (increase of 21,560,000 inquiries or 5.89%), leading to an increase in the total number of credit information inquiries.
2. The volume of personal credit report inquiries in 2014 was slightly off by 0.14% in comparison with 2013, mainly because of the re-elections of the directors-general, directors, supervisors, section chiefs and representatives of farmers' and fishermen's associations in March 2013 that pushed up the volume of personal credit report inquiries considerably in 2013. The volume of inquiries increased 18.11% in 2015 as compared to 2014, mainly because JCIC began to offer online personal credit report inquiry service in November 2015, which contributed to 6.7% in the 18.11% increase. That is, after deducting online inquiries, the volume of inquiries in 2015 grew 11.4% as compared to 2014 as applications for personal credit report grew.
3. The number of individual applications for notations and the caseload of notations about payoff by relatives fluctuated along with the needs of data principals.



Highlights of 2015

A. Membership Status

The JCIC had 430 member institutions as of the end of 2015, including 40 domestic banks, 20 Taiwan branches of foreign banks, 23 credit cooperatives, 8 bills finance companies, 2 securities finance companies, 309 credit departments of farmers' and fishermen's associations, 2 non-life insurance companies, 16 life insurance companies, 5 credit card issuers, and 5 other institutions approved by the competent authority.

B. Maintaining System Stability and Enhancing Information Security

To ensure the integrity, availability and confidentiality of our credit databank, we continued to enhance the efficiency of the information system, shore up the redundancy and backup mechanisms, implement information security and data protection mechanisms and build infrastructure for information security and protection. With respect to control of credit inquiries made by member institutions, we have credit inquiry confidentiality rules and control mechanism in place to effectively assist member institutions in implementing security control of inquired credit information. The tasks completed in 2015 include the following:

(A) Upgrading IT hardware and the efficiency of application systems

1. In the continuing effort to enhance the use and management efficiency of computer resources, we adopted centralized, virtual management of servers and storage equipment and completed the construction of primary center virtual testing environment and offsite backup center virtual data transmission system in December 2015.
2. To step up the network architecture management, we completed the "Offsite backup center OA and control area network segregation and testing area IPv6 forwarding project" and "IP address resources management system" in October and December 2015, respectively.
3. As part of our ongoing equipment replacement and software upgrade operation, we completed the 2015 Windows server procurement project and personal computer replacement operation in December 2015.



Highlights of 2015

(B) Maintaining continuous operations

1. We continued to conduct all kinds of simulation tests for redundancy, server room management and emergency response drills.
2. To reinforce the high availability architecture of the operations area (OA) network, we completed the high availability network optimization project in March 2015.
3. To strengthen the data backup mechanism, we completed the expansion of the OA backup system in October 2015 by adding a Windows virtual PC system and data backup and transferring backup data in magnetic tapes into disks.

(C) Enhancing system stability and availability

1. To facilitate tracking of members' testing progress and problem management, we completed the construction of a testing verification management system in July 2015.
2. We continued to step up the monitoring of the credit databank by completing the "RS6000 operating environment monitoring system project" and "Centralized virtual management of the OA and server logging project" in October 2015; we also renewed the RS6000 mainframe operating system and middleware and system monitoring project maintenance contract.
3. We completed the "Office Area Windows Server Offsite Backup System Construction Project" in December 2015.

(D) Improving the functions of application systems

1. We continued to develop application systems in coordination with business needs.
2. We continued to upgrade our information system by completing the "IC card cipher/decipher and card management system function enhancement project" and adjusting the authentication method of information assets and media management system in November 2015.
3. To improve operations flexibility and security, we completed the upgrade of the Windows operating system in December 2015.

(E) Information security management

1. In line with the promulgation of the "Regulations Governing Computer System Information Security Assessment by Financial Institutions", we conducted information security assessment of our computer system and produced an assessment report in December 2015.



Highlights of 2015

2. We continued to outsource the security operations center (SOC) business to an outside monitoring service provider and review the outsourced operation in monthly meetings. We conducted network and system weakness scans once every six months to reduce intrusion risk, and conducted organization-wide email security awareness testing twice in the year to raise employees' awareness of the risk of cyber attack and confidentiality. Each unit also had a project team set up to take inventory of personal data in the unit's charge, conduct risk assessment and formulate protective measures.
3. To step up the prevention of long-term and persistent potential attacks, we completed the Advanced Persistent Threat (APT) Prevention program in April 2015 and include it in SOC monitoring.
4. We consistently conduct website positive listing inspection and adjustment once every year to reduce online risks. As Microsoft will soon end support for the Windows 2003 server, we completed the procurement of 2 sets of hardware compatible with the new operating system (Windows 2012 server) and Websense software (current Websense version 6.3 is upgraded to 7.8) in July 2015 to maintain the effective operation of JCIC's website access management system.
5. In line with the information security needs, we continued to conduct inventory of group and account access authority on operations servers, access authority of application server menu users and Credit Report and Customer Service personnel in the processing of credit information products inquiries. We also completed the periodic review of operations server security parameters and the review of remote login guidelines for operations server.
6. To strengthen the security of IC card credit inquiry and reporting system and integrate scrambling devices, we completed the function improvement of "IC card management system" and "IC card inquiry system" in November 2015.
7. To enhance the security of data transmission with members and in line with the revision of the Bankers Association's "Financial XML Certificate Common Technology Rules", we embarked on the "version change and conversion of security control module for encrypted file transmission certificate" (i.e. upgrading the current data output encryption system to support RSA 2048 and SHA-256 algorithm). We completed the IC card replacement operation and all member account conversion operation in December 2015.



Highlights of 2015

8. We completed the procurement of Windows Monitoring System Center 2012 Agent in December 2015, expanded the management of OA Windows server and adjusted or developed monitoring management report format to boost our account access authority management capability.
9. To enhance operational control and efficiency, we included the "Degaussing Machine Application Record Sheet" in the electronic signature/approval process.
10. To achieve effective control of blank watermarked A4 papers used for printing credit reports, we adopt the mechanism of printing the watermark along with the printing of personal credit reports starting June 18, 2015.

(F) Information security mechanisms

1. To maintain the security of the overall information environment and enhance the security risk control of emerging information technology to ensure that important data and operations data are properly protected, we engaged the service of outside consultants to assist us to make adjustment to our security mechanism in conformity with ISO 27001:2013 standards. We passed the three-year recertification and update (ISO 27001:2013) certification by the British Standards Institution (BSI) on August 20, 2015 to maintain the validity of the ISO 27001 certificate. We also passed the the interim audit of Taiwan Personal Information Protection and Administration System (TPIPAS) by the Science & Technology Law Institute of the Institute for Information Industry on November 20, 2015 to maintain the validity of the TPIPAS certificate.
2. We continued to offer a wide range of information security courses in 2015 to raise employee awareness of information security, including "Information Security Education for Management", "ISO 27001:2013 Information Security Management System", "Information Assets Inventory and Risk Assessment", "Guidelines for e-Banking Business Security Control Operation of Financial Institutions", "Websense System Management", "Internal Audit Practices", "Information Security Awareness and Campaign", "Information Security of Information Personnel", "Personal Information Operating Process", "Personal Information List Inventory", "Personal Information Risk Assessment", "TPIPAS Staff Training", "TPIPAS Internal Evaluation Training", "TPIPAS Personal Information Training", and "Data Output Encryption System Training."



Highlights of 2015

C. Confidentiality & Security Control Measures for Members' Credit Information Inquiries and Membership Rewards

To strengthen the information security control operations of members in connection with the use of the JCIC credit databank, we continued to provide education and training to members, publicize the seriousness of violating the Personal Information Protection Act and other relevant regulations, conduct inline monitoring of existing members, provide assistance to new members, conduct routine onsite audit of members and implement the member reward program. The tasks completed in 2015 include the following:

(A) Stepping up the audit of members' internal security management of credit information inquiries

1. We continued to step up the inline monitoring of existing members by conducting onsite inspection of members whose volume of inquiries triggered the alert value or requiring them to complete a "JCIC Credit Information Inquiry Report" and return it to the JCIC. Monthly records of triggered alerts would be summarized and sent to the head offices of members, accompanied by reports replied by the branches that made inquiries in order to facilitate controls at the head offices.
2. We also implemented a new member assistance program. Three new members, including Tzukuan District Fishermen's Association of Kaohsiung City, Shinyuan Township Farmers' Association of Pingtung County, and Kinmen District Fishermen's Association of Kinmen County, completed the membership application procedure in 2015 and were included in the assistance program. In 2015, online monitoring was conducted for 11 new members (6 farmers' associations, 2 fishermen's associations, 1 Taiwan branch of a foreign bank, 1 insurance company and 1 credit card company). We also examined and spot-checked by phone whether inquiries made by member institutions had the written consent of the principals.
3. To train the inquiry operation personnel of member institutions on information security control, we held 9 sessions of the "Workshop on Credit Information Security Control, Inquiry & Audit Operations" in 2015 in northern, central, southern and eastern Taiwan, in which 793 persons attended. We also sent letters to member institutions every quarter, asking them to provide the list of authorized inquiry operation personnel; 424 members filed the information on



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altogether 53,856 inquiry operation personnel. In addition, to step up training and management of inquiry operation personnel, we started in Q3 2015 to regularly notify member institutions that all credit information inquiry personnel are required to receive information security control training within a specified time period. In 2015, 95% of inquiry operation personnel of member institutions completed the security control training.

4. We continued to implement and publicize relevant control measures for international data transfer at local banks and Taiwan branches of foreign banks and performed full-scale onsite inspections to verify that members complied with the rules.

(B) Auditing of, and rewards for, the confidentiality & security control mechanism regarding member institutions' credit information inquiries

1. In conjunction with the "Digital Financial Environment 3.0" program promoted by the FSC, we added provisions on recognizing the written consent of data principals in electronic document format and using the FTP/STS system for inquiring purposes in the "Guidelines for Credit Information Inquiry Operation of Member Institutions (Template)." We also formulated the "SOP for Onsite Audit of Consents of Data Principals in Electronic Format", which will be followed in the onsite audit of such cases.
2. We continued to ask member institutions to conduct monthly self-inspections by providing three types of data on "W20" product for download – "new applications without matching inquiry record", "no matching inquiry record for transaction data are not yet reported" and "others." If a member did not conduct its monthly self-inspection, the JCIC would send a letter to its auditing unit, asking it to oversee that the member in question takes corrective action. We also continued to carry out "special assigned audit" operation. In 2015, we conducted 220 onsite audits of members (including 1 special audit and 41 partial audits of existing members whose inquiry volume triggered the alert based on inline monitoring), and 2 document audits. We also completed audits of 426 member institutions according to the "annual security audit of credit inquiry operation control of members" and notified members of the audit results in December along with the disbursed reward for the year.



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3. For members who inquired business information provided by the Financial Information Center of the Ministry of Finance through the "SME Financing Service Platform", we conducted assigned and onsite audits and asked those members to submit their special assigned audit reports. We also used an optical recognition system to examine each letter of authorization signed by loan applicants faxed by members before they inquire about data on the SME Financing Service Platform to prevent improper inquiries and uphold the interests of data principals.
4. To step up the work of verifying customer consents submitted by new members, we completed the consent file reporting format in January 2015. Taiwan Rakuten Card now adopts the file transmission method for reporting consent letter details and files and adopts automated matching between consent letter and inquiry record.
5. In 2015, we allocated 20% of inquiry fee revenue, which amounted to NT\$166,168,000, as rewards to members for carrying out inquiry operation control and reporting credit information. As part of the JCIC's profit is shared with both members and the public, we adjusted slightly the actual amount of rewards to 418 members to NT\$139,759,072. At the Ninth "Golden Security Award and Golden Quality Award Ceremony" held on December 25, 2015, 10 institutions received the "Golden Security Award", 15 institutions received the "Golden Quality Award." The JCIC also presented awards to 28 outstanding personnel recommended by members.

D. Providing Financial Institution Members with Credit Information

To enhance members' risk management and compliance with regulations set forth by the FSC, we continued to offer member institutions training on inquiries and use of JCIC credit products. We also expanded the scope of data collection, revised the reporting rules and developed new credit information products and services in line with FSC policies and members' needs. The tasks completed in 2015 include the following:

(A) Strengthening the risk bearing capacity of banks by creating a financial derivatives inquiry mechanism



Highlights of 2015

To assist banks in grasping the total credit risk profile of customers and strengthen the risk control mechanism of banks, we developed a new product "C01 Information on Transaction Limits for Financial Derivative Products and Drawdown" on December 25, 2014. In support of the needs of the supervisory agency and member institutions, we revised the "Guidelines for Financial Derivatives Operations" in 2015 to enrich the content of reported data and strengthen the inquiry mechanism. As of year-end 2015, 52,961 C01 inquiries were made.

(B) Enriching the content of credit databank and developing/ improving value-added products

1. In response to the needs of the financing market and to help startups gain more access to financing channels, the JCIC allowed financial leasing companies to apply for personal credit reports online on behalf of data principals starting October 1, 2015 in coordination with the resolutions adopted in the "Relaxation of Business Innovation and Startup Regulations" meeting of the National Development Council. The JCIC also formulated the following support measures for the new service: To enhance the information security and internal control operations of financial leasing companies, we enlisted the service of Deloitte & Touche to provide assistance to financial leasing companies and examine related operations. To follow up on the result of each case, we required financial leasing companies to submit a report on each case, regardless whether the financial leasing company actually provided leasing service to the data principal. To ensure that the interests of data principals were protected, the JCIC would send a short message to the data principals after their personal credit reports were provided to the financial leasing company. In 2015, four financial leasing companies, including Fina Finance & Trading, Panhsin International Leasing, Cooperative Asset Management, and FCB Leasing completed the document and onsite review and became qualified to apply for personal credit reports on behalf of customers.
2. To assist the Ministry of Labor in providing necessary information on the allocation of employee retirement reserve by enterprises for the inquiry of financial institutions, we developed a new product "R08 Labor Retirement Reserve Related Information" on September 1, 2015 to ensure that labor interests are protected.



Highlights of 2015

3. The Investment Commission of the Ministry of Economic Affairs started to provide the outward investment data of public companies to the JCIC on April 23, 2015. Accordingly, we revised the product "G15 Outward Investment Information of Public Companies" on October 1, 2015.
4. To strengthen the supervisory measures for credit risk control of banks associated with their overseas and mainland China operations, the JCIC established "Guidelines for Reporting Credit Extension Information of Offshore Banking Units", which was approved by the FSC on October 8, 2015. The new Guidelines required banks to report new OBU credit extension cases starting November 1, 2015; for ongoing credit extension cases from 2012 on, banks were required to report related information before December 31, 2015; for other ongoing cases, banks were required to report before March 31, 2016; and the JCIC accepted the reporting of offshore institutional customer profiles starting December 1, 2015.
5. The new version of the "Guidelines for Reporting Data under the Consumer Insolvency Act" was distributed to member institutions on January 23, 2015.
6. In support of the "Industrial Land Policy Reform Program" of the Executive Yuan, the JCIC rolled out two new products "B49 Idle Industrial Land Mortgage Credit Information - by Bank" and "B50 Idle Industrial Land Information" on February 16, 2015.
7. In coordination with the revocation of "Reporting and Investigation Procedures and Guidelines for Suspected Capture Password Point (CPP)" by Bankers Association, the JCIC deleted relevant information in "K24 Credit Card Merchant Profile Summary" and rolled out the revised product on September 2, 2015.
8. As of year-end 2015, the JCIC had accumulated 1,230,000 sets of real estate transaction data.
9. As of year-end 2015, the JCIC's dual-currency credit card database contained 53,000 sets of data, and all eight card issuers performed well in data reporting and product inquiry. In the future, we will revise the data reporting format and product contents in view of the needs of member institutions and consumers.
10. To help banks create a loss given default (LGD) database to enhance their credit risk management, we continued to push forward the LGD data collection



Highlights of 2015

project. We embarked on the trial reporting operation in April 2015, completed the analysis of reported data in June the same year, and submitted the "Guidelines for Reporting to the Loss Given Default Database" to the FSC for approval on December 10, 2015.

11. The JCIC reached an agreement with the Taiwan Clearing House (TWNCH) to keep the same data processing fee schedule as that in the original contract in 2015. The agreement was approved in the JCIC 7th-term, 11th board of directors meeting on March 27, 2015 and the board's decision was conveyed to the TWNCH in a letter with a copy sent to the FSC.
12. We kept monitoring all JCIC products in terms of data reporting and query status to make sure they met the members' needs. As of year-end 2015, we had completed the examination of 203 products (including 15 products on financing service platform).

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

1. We continued to monitor the validity of corporate and personal credit scoring model variants every month and published the monitoring reports on a quarterly basis to share with member institutions the performance of the most updated models and important risk management issues.
2. We also continued to assist banks in various research projects on high-risk customers, the applications and strategic development of score results, benchmarked comparison of models, etc. through our research service platform.

(D) Enhancing data accuracy, timeliness and integrity

1. We continued to hold a credit information product development meeting every month to examine, discuss or improve our credit, credit card, corporate and consumer debt platform products.
2. We continued to hold quarterly data quality meetings to discuss solutions for members' data reporting and credit product problems and inform members of the JCIC credit and credit card data validation items and results to enhance the transparency of our data validation mechanism.



Highlights of 2015

3. We continued to adopt measures for handling misreporting of customer credit data by financial institutions and sent letters to the head offices of member institutions with a higher rate of misreporting on January 26 and August 11, 2015 with a copy sent to the FSC and the Bankers Association and urged member institutions to ensure the accuracy of customer credit data reported.

(E) Stepping up accessory services for member institutions

We compiled business-related books and manuals for the reference of member institutions. In 2015 we published revised "Credit Information Inquiry Manual", "Business & Industrial Key Financial Structure Information", "Business & Industrial Key Financial Ratios", and "IFRSs Consolidated/Separate Financial Statements and Industrial Financial Ratios."

(F) Reviewing the inquiry fee structure

1. We conducted a monthly analysis of credit information inquiries and produced a report on the inquiry volume and fee income contribution of 34 major inquiring institutions. It was found that their inquiry volumes combined accounted for 99% of inquiries made by all members and their inquiries contributed 95% of the inquiry income. The inquiry volume and fee income contribution showed consistently stable patterns.
2. In 2015, we concluded 63 contracts signed with member institutions on providing customized products and 14 account management contracts.

(G) Stepping up research and development

1. We examined the clauses of the "Regulations Governing the Provision of Labor Retirement Reserves Data to Financial Institutions" that had relevance to the JCIC business and offered our opinions for the reference of the Ministry of Labor and the FSC Banking Bureau.
2. We also offered opinion to the FSC Banking Bureau on the open data project proposed by the General Chamber of Commerce of the ROC.
3. In support of the government's policy of promoting the implementation of IFRS 9 "Financial Instruments" by banks, the JCIC participated in the "IFRS 9 Outsourced Study Project" initiated by the Bankers Association and suggested support measures.



Highlights of 2015

4. We commissioned the Taipei Foundation of Finance to carry out a research project entitled "Credit Check and Industry in the Big Data Era" in the hope that it will help the JCIC learn more about the current status of the use of big data in credit investigations by international credit information service providers and bottlenecks faced by them and used the information as an aid in planning for the JCIC's future directions.

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

Guided by its mandate as a public-interest organization, the JCIC takes upon itself the responsibility of propagating the concept of "value your credit" to the public, and has been improving its credit reports and raising public awareness in this regard. The tasks completed in 2015 include the following:

(A) Credit report service to the public

1. To enhance the quality of service to the public, we waived the NT\$35 service charge for applying for personal credit reports through the post office starting May 1, 2015. This was the second time the JCIC gave something concrete back to society following the offer to the public of one free inquiry each about "personal credit report" and "list of creditors" per year.
2. In conjunction with the FSC "Digital Financial Environment 3.0" program and in fulfilling its social responsibility, the JCIC, on the premise of information security, started to provide online inquiries about personal credit reports on November 1, 2015, that allowed the public to inquiry about their credit reports in a timely and secure manner on the JCIC portal using Citizen Digital Certificate. As of year-end 2015, 15,871 online inquiries about personal credit reports were made.

(B) Stepping up communications and interactions with the public

1. To step up communications and interactions with Internet users, the JCIC embarked on an overhaul of its website from the perspective of information users. The new website features enriched content, user-friendly design, amusing video clips and a Facebook fan page to provide a variety of vivacious information services and swiftly responds to the questions and needs of the public. The new website is also designed to meet the FSC criteria for website



Highlights of 2015

rating and enhance the JCIC's communications and interactions with the public. The new website was launched on October 28, 2015. Now the web address for the public is www.jcic.org.tw and the web address for members is member.jcic.org.tw.

2. To improve the quality of service for customers who call the JCIC for services, we replaced the "operator service" with a "customer service hotline" starting September 29, 2015, with the JCIC operator service number changed to (02)2191-000 and customer service hotline changed to (02)2316-3232.

(C) Public awareness education

1. To step up publicizing JCIC services to the public, we produced posters for two services - "waiver of NT\$35 service charge for applying for personal credit reports through the post office starting May 1, 2015" and "Online inquiry service for personal credit reports available starting November 1, 2015."
2. We continued to keep staff and volunteers on standby to provide counter service to people with questions about the content of their credit reports.
3. We continued to participate in the "2015 Financial Services Social Care Fair" policy campaign organized by the Taiwan Financial Services Roundtable (TFSR) by setting up a booth in the Nantou and Taitung sessions held on July 18 and November 14, 2015, respectively, to promote JCIC services to the public and answer questions from visitors.
4. We posted promotional ads on "Application for Personal Credit Report through Post Office without Service Charge" in the bimonthly Economic Prospect issued by the Chung-Hua Institution for Economic Research, Tax Journal and the semi-monthly New Fisheries. We also posted a promotional ad on the JCIC image in the semi-monthly New Fisheries.

F. Providing Timely Credit Information and Services in Coordination with Government Policies and Directives

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



Highlights of 2015

To help promote a secure and convenient e-commerce payment environment, the JCIC formulated the "Operating Rules for Data Reporting and Inquiry by Electronic Payment Institutions", which was approved by the FSC on May 12, 2015. In addition, to help electronic payment institutions verify the identities of users, the JCIC also developed two new products - "P33 Information on Fraud Cases and Supplemental Identity Notations of E-Payment Users" and "P11 Inquiries about E-Payment Users' ID Card Issuance Records" on May 31, 2015.

(B) Drafting the Joint Credit Information Center Guidelines for Handling Credit Data Disputes

As part of the effort to enhance the quality of consumer dispute handling and protect the interests of financial consumers, the JCIC completed the "Joint Credit Information Center Guidelines for Handling Credit Data Disputes", which was approved in the JCIC 7th-term 13th board of directors meeting on September 24, 2015.

(C) Applying big data analysis to optimize government administration

In support of the FSC "Big Data Application Initiative", the JCIC posted two sets of statistical data - "Housing Loan Statistics" and "Financial Information and Statistics by Industry" under "Big Data Analysis" in the JCIC website's "Open Data" section on June 18, 2015, which provide over a million sets of de-identified statistical data to the public free of charge. As of year-end 2015, data on "Housing Loan Statistics" had been downloaded 34,333 times and data on "Financial Information and Statistics by Industry" downloaded 5,323 times.

(D) Supporting government's Open Data policy

In support of the government's open data policy to provide the public with convenient access to transparent information, the JCIC launched an "Open Data" section on its website on February 11, 2015. As of the end of December 2015, the "Open Data" section offered 70 items of statistical data in 8 categories: housing loans (9 items), personals credit lines (10 items), personal loans (4 items), credit card (7 items), revolving credit and cash cards (10 items), corporate loans (11 items), corporate financial reports (8 items), and other public information (11 items). As of year-end 2015, data on "Open Data" section had been downloaded 67,962 times.



Highlights of 2015

(E) In the Doing Business 2016 report published by the World Bank, Taiwan received the highest score of 8 for "depth of credit information index", an area that the JCIC is responsible for, for the second straight year.

In the Doing Business 2016 report published by the World Bank on October 28, 2015, Taiwan received the highest score of 8 for "depth of credit information index", an area that the JCIC is responsible for, for the second straight year. The Doing Business 2016 reported on 189 economies worldwide. Only two countries in Asia, Taiwan and South Korea, received the perfect score, surpassing Japan (6), Singapore (7), Hong Kong (7) and China (6), and the average score of 6.5 for all OECD countries.

(F) Provision of statistical reports

1. We routinely provided statistical reports on loans, credit cards, cash cards and debt workout information for the supervisory needs of the FSC and other agencies (the Central Bank, the Department of Economic Development of the National Development Council and the Bankers Association) and for their reference in policy formulation and adjustment.
2. We provided the MOI Construction and Planning Agency with statistical data on real estate transaction prices, real estate transaction unit prices distribution chart and price ranges on a quarterly basis, and provided average unit prices of real estate transactions every month as requested by the Ministry of Finance.
3. We provided "Statistical Report on Overseas Study Student Loans" to the Ministry of Education on a monthly basis.
4. We provided the MOEA Small and Medium Enterprise Administration (SMEA) with statistical data on loans extended by member institutions that participated in the SME Financing Platform on a quarterly basis as reference for the SMEA in assessing the platform performance and policy formulation.
5. We provided necessary statistical information to the FSC from time to time when needs arose.

G. Improving Internal Management and Organizational Efficiency



Highlights of 2015

(A) Enhancing internal management system

1. We continued to review 12 internal management rules and make timely amendments to make sure all internal operating procedures have a legal basis and are relevant to actual situations.
2. To continuously improve JCIC operations, we consistently implemented internal control systems and made timely adjustment and revision . We also officially implemented the chief compliance officer system starting January 1, 2015 , and scheduled organization-wide compliance self-evaluations in June and December every year.
3. We implemented management of and executed tasks related to risk management mechanism and held regular meetings to monitor risk controls implemented.
4. We made effective use of the document management system and consumables management system to enhance internal management efficiency and save management costs.
5. To step up video surveillance, we completed the installation of video surveillance systems in all office and computer room areas to replace traditional analog recording with digital recording system.
6. We conducted ongoing reviews of our purchasing, personnel, and property management operations, and revised operating processes to boost operational performance.
7. We continued to hold annual employee training courses and review in a timely manner professional training courses required for personnel working in various capacities to hone their professional skills and know-how. We also held lunch-break lectures, motivational enhancement activities, cultural events, and group activities to promote the physical and mental health of employees.

(B) Carrying out internal audits

1. To enhance the efficiency and quality of self-inspections and to make sure all internal units will carry out self-inspections in accordance with their submitted annual self-inspection plans and take improvement actions, the Internal Audit Office checked every month whether all business units conducted self-inspections in accordance with their self-inspection plans. The Internal Audit Office also conducted assessment of self-inspections carried out by various



Highlights of 2015

units at the end of 2015 in accordance with Point 8 and Point 9 of the "Guide for Self-inspection Operation" revised in September 2014 and the "JCIC Year-End Audit Checklist for Self-Inspection and Internal Audit of Various Units", and submitted the audit results to the Chairman as reference for year-end performance review of all units.

2. To carry out efficiently internal audits operation and follow up on improvement actions taken against deficiencies found in internal audits, we constructed an internal audit management system and standardized the audit process in January 2015 so that the Internal Audit Office could manage the internal audit process and conduct audits more effectively. We also signed a one-year maintenance contract for related computer operations.
3. The Internal Audit Office conducted all 24 audits in accordance with the audit items and schedules set out in the 2015 audit plan. Also for Taiwan Personal Information Protection and Administration System (TPIPAS) implemented by the JCIC in 2014, we engaged a third party to conduct TPIPAS internal assessment to ensure the ongoing validity of the system and certificate.
4. Internal auditors also took education and training courses in accordance with the 2015 training plan to continuously enhance their professional capability.

H. Expanding International Exchange and Lifting JCIC's international status

To celebrate its 40th anniversary, the JCIC held the "JCIC 40th-Anniversary Celebration and Asia Credit Bureau Seminar" on March 20, 2015. More than 20 executive officers and delegates of credit bureaus from China, Japan, South Korea, Malaysia, Singapore, Thailand, and Vietnam were invited to attend the event. It marked a groundbreaking step for interactions among credit bureaus in Asia. The event also invited ACCIS (Association of Consumer Credit Information Suppliers) President Neil Munroe and CDIA (Consumer Data Industry Association) President Stuart K. Pratt to give keynote speeches. FSC Vice Chairperson Dr. Tien-mu Thomas Huang, TFSR Chairman Sush-der Lee and delegates from various financial institutions at home were also invited to attend.



List of Member institutions

Domestic Banks (40)

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



List of Member institutions

Taiwan Branches of Foreign Banks (20)

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

Bills Finance Companies (8)

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

Securities Finance Companies (2)

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

Credit Cooperative Associations (23)

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



List of Member institutions

Life Insurance Companies (16)

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

Property Insurance Companies (2)

Cathay Century Insurance Co., Ltd.	Tokio Marine Nawa Insurance Co., Ltd.
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Credit Departments of Fishermen's Associations (27)

Keelung District	Changhua District	Donggang District
Wanli District	Yunlin District	Liouciou District
Rueifang District	Chiayi District	Singang District
Toucheng District	Nansh District	Fishermen's Association of Penghu
Su-ao District	Nansian District	Linyuan District
Taoyuan District	Kaohsiung District	Singdagang District
Hsinchu District	Siaogang District	Linbian District
Nanlong District	Mituo District	Zihguan District
Tongyuan District	Yongan District	Kinmen District



List of Member institutions

Credit Departments of Farmers' Associations (282)

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



List of Member institutions

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



List of Member institutions

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



List of Member institutions

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



List of Member institutions

Credit Card Issuers (5)

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

Other Institutions (5)

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

Major Events in 2015

Date	Contents
2015/12/15	JCIC holds the 2015 Golden Security Award and Golden Quality Award Ceremony and invites FSC Chairperson Ming-chung Tseng, Banking Bureau Director-General Austin Chan, BOAF Director-General Wei-wen Hsu, and Bankers Association Chairperson Jih-chu Lee to give speeches and present the awards.
2015/12/21	JCIC's new official website is re-certified by the National Development Council as an A+ barrier-free website.
2015/12/07	JCIC's "Document On-line Submission and Approval System V1.0" passes the assessment of the ROC Information Service Industry Association (CISA) for NAA EDRMS-1:2015 and is found in compliance with the Executive Yuan's "Guidelines for Computerized Management of Documents and Files."
2015/11/18	JCIC passes the second on-site review of TPIPAS (Taiwan Personal Information Protection and Administration System) for re-certification.
2015/11/18	Shinyuan Township Farmers' Association of Pingtung County is accepted as a JCIC member, thus bringing the total number of institutional members to 430.
2015/11/16	The "Open Data" section on the JCIC website adds 24 categories of de-identified statistics for use by the public, including 4 on personal loans, 10 on revolving credit and cash cards, 2 on corporate loans, and 8 on corporate financial reports.
2015/11/01	JCIC rolls out its online personal credit report inquiry service. Anyone over the age of 20 can access his/her personal credit report on the JCIC website using the Citizen Digital Certificate issued by the Ministry of the Interior. Individuals are encouraged to take advantage of this service, which is free during the promotional period.
2015/10/28	JCIC launches its new official website to enhance communication and interaction with Internet users. The new website features enriched content, user-friendly design, amusing video clips and a Facebook fan page.
2015/10/28	In the Doing Business 2016 report published by the World Bank on October 28, 2015, Taiwan receives the highest score of 8 for "depth of credit information index", an area that the JCIC is responsible for, for the second straight year. The Doing Business 2016 reports on 189 economies worldwide. Only two countries in Asia, Taiwan and South Korea, receive the perfect score, surpassing Japan (6), Singapore (7), Hong Kong (7) and China (6), and the average score of 6.5 for all OECD countries.



Major Events in 2015

Date	Contents
2015/10/15	To support the Financial Supervisory Commission's call for peripheral organizations in the financial market to fulfill their corporate social responsibility and participate in joint public-interest activities, JCIC joins Taiwan Stock Exchange, Taiwan Depository and Clearing Corporation, Taiwan Futures Exchange, Taipei Exchange, and National Credit Card Center in making donations to the "Care for Elderly People and Support for Sports" campaign at a ceremony at the FSC.
2015/10/01	Financial leasing companies can make online applications for credit reports on behalf of individual clients starting today.
2015/09/30	In accordance with the Financial Supervisory Commission instruction on using redeemed fund as source of repayment, a new code "F" is added in the "notation of account types" with checking and writing programs for B080 (credit line) and B204 (daily new loan and repayment), and inquiry programs adjusted on products B28 and B29.
2015/09/15	The "Open Data" section on the JCIC website adds 28 categories of de-identified statistics for use by the public, including 8 on home loans, 7 on personal loans, 6 on corporate loans and 7 on credit cards.
2015/09/01	JCIC rolls out a product — "R08 Labor Pension Reserve Funds Information."
2015/07/14	Tzukuan District Fishermen's Association of Kaohsiung City is accepted as a JCIC member, thus bringing the total number of institutional members to 428.
2015/06/09	The inquiry fee of NT\$1 each time for two JCIC products "P33 Information on Fraud Cases and Supplemental Identity Notations of E-Payment Users" and "P11 Inquiries about E-Payment Users' ID Card Issuance Records" is approved by the Financial Supervisory Commission per Letter Jin-Guan-Yin-Guo-Zi- 10400118180 dated June 9, 2015.
2015/05/31	The writing and checking program for E-payment users' fraud-reporting data (PF01) is now officially online.
2015/05/03	The relevant authorization regulations and orders under the "Act Governing Electronic Payment Institutions" take effect on May 3, 2015; the JCIC "Reporting and Inquiry Guidelines for Electronic Payment Institutions" is approved by the Financial Supervisory Commission on May 12, 2015.
2015/05/01	JCIC waives the NT\$35 service charge for applying for personal credit reports through the post office starting today.
2015/04/15	JCIC takes product "X04 Unsecured Commercial Paper Outstanding Information" offline.



Major Events in 2015

Date	Contents
2015/03/20	To celebrate its 40th anniversary, JCIC publishes a special commemorative issue, and holds the "JCIC 40th-Anniversary Celebration and Asia Credit Bureau Seminar" at Mandarin Oriental Taipei on March 20, 2015. ACCIS (Association of Consumer Credit Information Suppliers) President Neil Munroe; CDIA (Consumer Data Industry Association) President Stuart K. Pratt, and more than 20 executive officers and delegates of credit bureaus from China, Japan, South Korea, Malaysia, Singapore, Thailand, and Vietnam are invited to attend the event. Domestically, FSC Vice Chairperson Dr. Tien-mu Thomas Huang; TFSR Chairman Sush-der Lee and delegates from financial institutions are invited. More than 100 people attend the event.
2015/02/26	JCIC rolls out a product — "N22 Financial Information of Public Companies versus Industry — IFRS Consolidated/Separate Financial Statements."
2015/02/16	JCIC rolls out products — "B49 Idle Industrial Land Mortgage Credit Information — by Bank" and "B50 Idle Industrial Land Information."
2015/02/11	JCIC launches an "Open Data" section on the website with 12 data categories: Individual House Purchase Contract Prices, Member News, Training Schedule, User Manual for SME Financing Service Platform, Public News, Information on Collections of Credit Report Applications through Designated Post Offices, Credit Knowledge, Credit Information Disclosure Periods, FAQ, Annual Reports, JCIC Magazine, and Purchasing Information.
2015/01/28	The revised "Guidelines for Credit Information Inquiry Operation of Member Institutions (Template)" that adds provisions on recognizing the written consent of data principals in electronic document format and using the FTP/STS system for inquiring purposes is distributed to members as an aid in revising their control guidelines.
2015/01/23	The 2014 edition of the "Guidelines for Reporting Information Related to the Consumer Debt Clearance Act" is distributed to members.



Joint Credit Information Center

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