

The Credit Bureau of Taiwan



JCIC

ANNUAL REPORT 2014

Joint Credit Information Center



JCIC Annual Report 2014

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FOREWORD

The Joint Credit Information Center (JCIC) is the only credit-reporting agency and credit information service provider in Taiwan that collects comprehensive credit information from financial institutions across the country. The nationwide credit information databank we have established covers positive and negative credit information of individuals and businesses in the country that have credit dealings with financial institutions. We develop a wide range of credit products and services to provide member institutions with comprehensive, accurate and timely credit information through instant and convenient inquiry channels and service modes while ensuring regulatory compliance and information security. Member institutions use such information as an important aid in making decisions on credit approval, credit line control, asset and portfolio management, and other credit decisions. Furthermore, we are committed to strengthening credit report services for data principals and raising public awareness of the importance of good credit. We also provide necessary information and assistance in line with the supervisory policies of the Financial Supervisory Commission (“FSC”).

The completeness and importance of the JCIC databank means information security and data protection mechanisms are always issues of public concern. With respect to internal management, we again obtained ISO 27001 certification in information security management from the British Standards Institution (BSI) in 2013 and passed the verification of the MOEA Department of Commerce for meeting the standards of the Taiwan Personal Information Protection and Administration System (TPIPAS) in November 2014, while actively undertaking software and hardware upgrades for information security. With respect to control of credit inquiries made by member institutions, we require members to establish their own credit information inquiry and confidentiality rules and security control mechanism in accordance with JCIC guidelines, and complement it with JCIC’s online inquiry volume monitoring system and timely onsite inspection to effectively assist member institutions in the implementation of security control rules and mechanism for credit information inquiries.



FOREWORD

To encourage members to enhance the quality of reported data and implement information security controls, we continue to allocate and increase the reward budget to promote a reward system for members reporting credit information and implementing information security controls. Officials from the financial regulators and prominent members of different fields are invited to present the Golden Security and Golden Quality Awards. The awards not only help enhance the quality of credit information and strengthen the legality of acquisition and use of credit information, but also have a positive influence on public trust in the JCIC.

In the efforts to enrich our business content and diversify our credit information services, we have been developing value-added credit information geared at helping small and medium enterprises (SMEs) obtain bank financing. In the operation of the "SME Financing Service Platform" jointly established by the JCIC, the MOEA Small and Medium Enterprise Administration, and the Bankers Association of the Republic of China, the JCIC serves as an interface by integrating data on business tax, business income tax, important financial ratios and invoice data from the MOF Financial Data Center, utility consumption data of SMEs from the power and water companies, and labor insurance data from the Bureau of Labor Insurance. With authorization from the participating SMEs, those data are furnished to the banks as an aid in loan evaluation. Hopefully with ready access to transparent business and operations information of the loan applicants, banks are more willing to extend loans to SMEs.

To enhance the quality of service to the public, applications for "personal credit report" or "list of creditors" can be made at post offices that offer deposit services across the country starting January 1, 2013. Meanwhile, the JCIC is committed to its mission as a non-profit foundation and the responsibility of raising public awareness of the value of good credit. The introduction of the "Free Application for One Copy of Chinese-Language Personal Credit Report Per Annum" program incentivizes people to keep track of their own credit records. To clean up any doubts about or errors in the credit information submitted or disclosed by financial institutions, the JCIC also provides assistance in making inquiries, notations, and corrections so as to promote the importance of maintaining good credit.



FOREWORD

Meanwhile, in October 2013, the International Organization for Standardization (ISO) published new standards for information security management system (ISMS) ISO 27001:2013 to replace the ISO27002:2005. This is the first update of ISO27001 since 2005. The new standards call for a thorough review of operational rules and work manuals within the organization, development of a statement of applicability (SOA) that identifies appropriate controls relevant to the organization's current ISMS, and carrying out risk evaluation operation. The JCIC is expected to pass the ISMS verification and obtain ISO 27001:2013 certificate before September 2015. In light of the technological advances in mobile communication, social media, big data and cloud technology that propel financial services to keep up with time and offer greater convenience to consumers, the Financial Supervisory Commission launched the "Banking 3.0 – Creating Digital Financial Environment" initiative, to be in full force in 2015. The initiative allows financial institutions to offer online services such as account opening, personal loans, and purchase of insurance and allows consumers to access traditional counter services anytime anywhere through electronic and communications equipment. The whole financial digitization process calls for JCIC support by continuing to enhance information security control and providing timely assistance.

The JCIC will continue to enhance data integrity, timeliness, and accuracy, strengthen compliance with data protection regulations and reinforce infrastructures to protect information security. Meanwhile, 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 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 serve its member institutions by providing accurate and quality credit information on a user pay basis.

For the sake of improving the quality of credit data reported by its member institutions and offering them a greater incentive to report, the JCIC set out the “Measure for Rewarding Member Institutions for Reporting Credit Information” in October 2001 (renamed the “Reward Measure for Members’ Credit Inquiry Operation Control and Credit Data Reporting” in 2002, and called the “Reward Measure” hereunder), which stipulates that the JCIC should set aside a reward fund for members based on its operating status. To remind the member institutions of the importance of complying with the Personal Data Protection Act, the Banking Act and the JCIC Membership Rules when they make credit inquiries, the JCIC introduced the “reason for inquiry” checking mechanism in 2004, while also performing matching analysis between credit queries and reporting, thus achieving the control objectives of ex-ante prevention and ex-post-facto investigation.

The JCIC initiated an inter-institutional fraud-reporting system in support of government efforts to fight financial fraud while facilitating data protection. That system was not only recognized by the authorities with a “Special Contribution to Fraud Prevention Institution Award” but also earned the JCIC the title of “Outstanding Financial Fraud Prevention Institution” twice.

In concurrence with the enactment of the Consumer Debt Clearance Act, the JCIC started to offer “List of Financial Institution Creditors” in April 2008 for application by consumers specifically for use in debt workout, and rolled out the exchange and inquiry platform for debt workout, debt restructuring and liquidation information on April 11, 2008. In coordination with the “Operating Rules for Carrying Out Debt Workout Program for Change of Repayment Terms under Consumer Debt Clearance Act” set out by the Bankers Association, the JCIC expanded the relevant data reporting format and information products in June



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2010. In addition, in coordination with the amendment of the Consumer Debt Clearance Act in August 2011, the JCIC rolled out a debt restructuring payment information exchange and inquiry platform on August 1, 2011.

The JCIC received organization-wide ISO 27001 certification for information security management system from the British Standards Institution (BSI) in November 2009. In November 2012 it passed the three-year recertification to maintain the validity of the certificate.

To enhance its international presence by reaching out to the global community, The JCIC working with the U.S.-based Consumer Data Industry Association (CDIA) and the Association of Consumer Credit Information Suppliers (ACCIS), hosted the 8th World Consumer Credit Reporting Conference (WCCRC) from October 21 to 23, 2012. It was attended by 200 participants from over 50 countries. The agenda of WCCRC 2012 covered issues with a direct bearing on the industry's growth prospects, namely the global trends in credit reporting, the regulatory changes that may affect credit reporting companies, an overview of credit reporting industries around the world, and innovative credit reporting technologies or services.

To raise public awareness of credit and to better serve the public, the JCIC started to offer one free application for credit report per person per year on July 1, 2012, and enlisted the assistance of Chunghwa Post to accept applications at 1,377 post offices nationwide starting January 1, 2013.

To clearly delineate the responsibilities and organizational functions of various JCIC departments, consolidate the member data reporting and product development operations, and improve the service windows for member inquiries and personal credit reports so as to enhance the overall service quality, content and performance, the JCIC revised its organizational rules, which were approved by the Financial Supervisory Commission, on September 23, 2013 per FSC Letter Jin-Guan-Yin-Guo-10200263830. Under the new organizational rules, the JCIC has Credit Report and Customer Service Department, Credit Information Department, Research and Development Department, Members Audit and Assistance Department, Management Information System Department, Information Security Department, Administration Department and Accounting Office, with the Internal Audit Office under the Board of Directors maintained and the Risk Analysis Department closed.



History

The SME financing service platform developed in collaboration between the JCIC and the Small and Medium Enterprise Administration (SMEA) was launched on November 1, 2013. The system allows banks to access business information from the Financial Information Center of the Ministry of Finance, the Bureau of Labor Insurance, Taipower, Taiwan Water Corporation, and Taipei Water Department in order to assess loans, and it assists SMEs in obtaining bank financing.

The JCIC Guidelines for Processing Submission/Collection of Comprehensive Credit Reports by Financial Lease Businesses on Behalf of Applicants are formulated to enable the member companies of the Taipei Leasing Association to obtain credit information of their customers and file transaction information after the transactions are undertaken. "R04 Financial Lease Transaction Information Product" designed by the JCIC according to the guidelines was launched on February 27, 2014, in order to help member institutions understand the transactions between customers and leasing companies and control the overall credit risk.

In compliance with the Personal Information Protection Act and to ensure that personal information is legally collected, processed and used, the JCIC implemented the Taiwan Personal Information Protection and Administration System (TPIPAS) introduced by the MOEA Department of Commerce and passed the TPIPAS verification on November 27, 2014.

The JCIC is the only credit-reporting agency in Taiwan that collects credit information from 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 184 standard products in nine categories (Basic Information, Credit Information, Financial Information, etc.), 15 products through the "SME Financing Service Platform" established by the MOEA Small and Medium Enterprise Administration with JCIC assistance, and 2,995 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 2015 report on 189 economies worldwide published by the World Bank, Taiwan, along with 22 countries, receives 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.

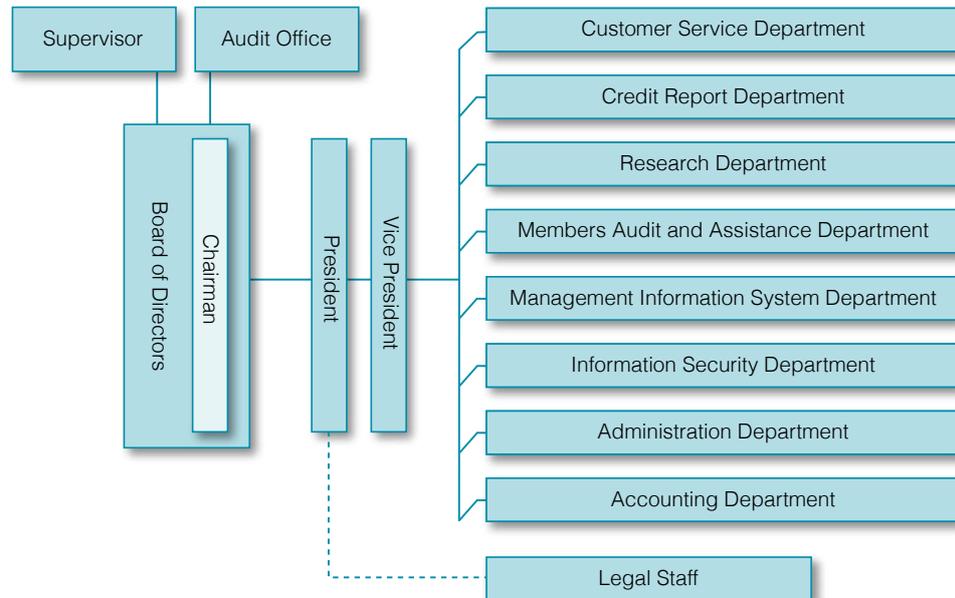


Objectives

- 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



Organizational Structure

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
Director	Austin Chan	Director General, Banking Bureau, Financial Supervisory Commission (The tenure of previous director Hsien-nung Kuei ended on May 4, 2014)
Director	Gregory K. H. Wong	Senior Consultant, Cathay United Bank
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) (The tenure of previous director Kun-shan Wu ended on September 26, 2014)
Director	Ming-dar Huang	Professor, Department of Information Management 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 Member

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, 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 for the reading and understanding of credit reports.
3. To accept applications for notation service.
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, 2012 ~ 2014

Service	2012		2013		2014	
	Total	Growth	Total	Growth	Total	Growth
Credit information inquiries (10,000 inquires) (Note 1)	42,275	-5.95%	46,438	9.85%	47,309	1.88%
Personal credit reports (Note 2)	194,672	20.80%	237,325	21.91%	236,983	-0.14%
Individual application for notation service (Note 3)	922	-40%	842	-8.70%	676	-19.71%
Notation of payoff by relatives (Note 3)	920	26%	656	-28.70%	520	-20.73%

Notes :

1. The number of credit information inquiries increased 1.88% in 2014 as compared with 2013, mainly because some banks adjusted their account inquiry policy by including customers who always repaid their credit card balance in full about were not previously subject to periodic credit reviews. As a result, the cumulative volume of inquiries for account management purposes increased by 3.50% in 2014, leading to an increase in the total number of credit information inquiries.
2. The volume of inquiries for personal credit reports continued to rise in 2012 and 2013, primarily due to the re-elections of the directors-general, directors, supervisors, section chiefs and representatives of farmers' and fishermen's associations between November 2012 and March 2013. The JCIC started to offer one free personal credit report and one free list of creditors per person per annum (additional inquiries about other credit information are also free) starting January 1, 2014, and the second and later inquiries are also free for people in eight categories. However 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.
3. The number of individual applications for notation service and the caseload of notations about payoff by relatives fluctuated along with the needs of data principals.



Highlights of 2014

A. Membership Status

The JCIC had 430 member institutions as of the end of 2014, including 40 domestic banks, 20 Taiwan branches of foreign banks, 23 credit cooperative associations, 8 bills finance companies, 2 securities finance companies, 306 credit departments of farmers' and fishermen's associations, 2 non-life insurance companies, 18 life insurance companies, 6 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 perform the basic tasks for information security and protection in accordance with the "Three-Year Information Business Development Plan (2014 ~ 2016)" approved by the JCIC board of directors. With respect to the control of credit information inquiries by member institutions, we have drawn up related confidentiality requirements and security control mechanisms to effectively assist member institutions in implementation. The tasks completed in 2014 include the following:

(A) Software/hardware upgrade and maintenance

1. We completed the replacement of RAID storage equipment in the operations area on December 29, 2014.
2. To boost the efficiency of server room management, we completed the construction of a "Server Room Personnel and Equipment Entry/Exit Management System" and put it online on March 26, 2014. We also introduced the use of e-forms for server room access on May 12, 2014.
3. We continued to conduct all kinds of simulation tests for redundancy and server room management and emergency response drills.

(B) Improving the functions of application systems

1. We strengthened the functions of the OA management system and added more control flowcharts.



Highlights of 2014

2. We improved the functions of the Windows-based front office system.
3. We switched the operation of routine task assignment for tasks such as backup of provisional statements and source data to automated scheduling and continued to export statistical statements and reports to the editing area through import/export settings.
4. In bolstering the testing environment and operation, we completed the installation of Whatsup automated monitoring software in the testing area on June 30, 2014.

(C) Information security controls

1. Account access management

- (1) We completed the construction of an “access management system” in May 2014 to enhance the surveillance and management of account access in operations area.
- (2) The “Operations Area Windows Server Management System” project was completed in July 2014.
- (3) In the ongoing effort to improve the group and account access control involving different operations servers, we conducted FTP account inventory counts in February and August 2014, completed the operations server account inventory counts in March and September 2014, and conducted review of operations server accounts that had been inactive for three months in June and December 2014.
- (4) On improving the division of duties and responsibilities, we completed the inventory count of access authority of application server menu users in May 2014 and the inventory count of access authority of Credit Report and Customer Service personnel in the processing of credit information products inquiries.
- (5) We completed the review of operations server security parameters in October 2014, and the review of remote login guidelines for operations server in November the same year.
- (6) We formulated an AIX access management system update project to replace end-of-service systems so as to ensure the continuing effectiveness of access control.



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2. Change in operations

We drew up the steps and checklist for changing Windows programs. With respect to standard release procedure, program change that follows the standard procedure may be released as complete change request, which should help reduce the use of incomplete change request. We also started using fixed-time automated scheduling for routine tasks such as backup of data backup and data statistics to reduce manual task assignment, and completed the installation of realtime monitoring equipment in the 9F office area of the Information Security Department that enables constant check of the situations in 11F terminal operation room and media room.

3. Operational data import/export management

Guided by the goals of full automation and preservation of complete trail of records, we continued to adjust the data import/export processing of each unit's operations server by including the operations item-by-item into the operational data import/export platform system.

4. Information security and protection operation

- (1) 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, 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.
- (2) As the original supplier of email security solutions was about to end its update service, we completed the equipment replacement on October 16, 2014 and completed the customized email release mechanism on November 27 the same year.
- (3) We switched members' Internet transmission connection to the JCIC's virtual private network on March 6, 2014.
- (4) We continued to bolster the application system testing environment for different platforms to ensure the stability of program launch.



Highlights of 2014

5. Management of scrambling devices

With the newly purchased scrambling devices for the testing and development area installed in April 2014, we conducted key synchronization and management operation, which simulated the environment of the operations area. We also completed the “IC card credit inquiry system key transfer project” in August 2014 to transfer the clear-text keys in the encryption card built in the IC card credit inquiry system to the scrambling device to beef up the protection of keys.

6. To enhance the security of data transmission with members, we completed the construction of a coder/decoder prototype system for the server inquiry network on October 13, 2014.
7. To achieve effective control of blank watermarked A4 papers used for printing credit reports, we started to adopt the mechanism of printing the watermark along with the printing of personal credit reports inquired online by financial leasing companies as an agent of the principal and sent to the financial leasing companies in electronic file in accordance with the “Operation of Financial Leasing Companies Acting as An Agent of Principals in the Application and Pickup of Credit Reports.”
8. Starting March 31, 2014, when the computer system processes the requests of principals/government agencies/financial institutions to retrieve the historical credit data of a principal, the system can retain the complete retrieved data and subsequently provide the previously retrieved historical data, thereby reducing the hardcopy documents on file and the subsequent document management risk.

(D) Information security mechanisms

1. ISO27001 information security management system

We conduct information asset inventory count and risk assessment twice every year. We passed the third surveillance audit of BSI after the three-year recertification as we continue to maintain the validity of third-party verification of our ISO 27001 information security management system.

2. Personal data protection and management system

To step up personal data management and protection in compliance with the Personal Information Protection Act, we passed the onsite review of TPIPAS (Taiwan Personal Information Protection and Administration System) on November 27, 2014 and was granted a DP Mark (data privacy protection mark) by the MOEA Department of Commerce on December 15 the same year.



Highlights of 2014

3. Information security education and training

We offered a wide range of information security courses in 2014 to raise employees' awareness of information security, including "Introduction of TPIPAS and Personal Information Protection", "Personal Data Flow Diagram", "Personal Data Inventory Count", "Personal Data Risk Evaluation", "TPIPAS Personal Information Protection and Administration System", "TPIPAS-guided Internal Audit of Personal Data", "Personal Data Protection Incidents", "E-mail and Engineering Training Attack", "Scrambling Devices", "IC Card Keys Transfer", "E-mail Release Management System", "ISO 27001 Information Assets Inventory Count and Risk Assessment", and "Information Security Education for Staff and Management."

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

(A) Stepping up the Audit of Members' Internal Security Management of Credit Information Inquiries

1. Continuing to reinforce online monitoring of existing members

When the volume of inquiries made by a member institution reaches the alert level, we would arrange an onsite audit or ask the member institution to fill out a "Reply to Inquiry of JCIC Credit Information Inquiry Status" and send the form back to the JCIC for record. We would also compile the monthly record on alert volume triggers and send a letter to the head office of the member institution attached with a photocopy of the reply filled out by the inquired institution to facilitate control by the head office.

2. Reinforcing education and training and management of inquiry operation personnel

To meet regulatory policies of the competent authorities and member needs, files relating to credit cards were revised and the Guidelines for Creating Datafiles on Credit Card Holders and Merchants were reviewed and updated. The Reporting Guidelines for Credit Card Related Information and Regulation Handbook (2013 Version) were sent to member institutions.



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3. Assistance to new members

In 2014, four institutions – Pingtung Gaoshu Farmers' Association, Pingtung Wanluan Farmers' Association, Taoyuan Guanyin Farmers' Association and Taiwan Rakuten Card, Inc. applied for JCIC membership and were included in the new member assistance program. We continued the online monitoring control over 12 new members that were admitted after August 1, 2009 (including 9 farmers' 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.

4. Assisting members in implementing control over international transfer of customer data

With respect to ongoing international data transfer at local banks and Taiwan branches of foreign banks, and raising awareness of related control measures, we perform full onsite inspections to verify that members complied with the rules since August.

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

1. Continuous implementation of routine audits

We continued to ask member institutions to conduct monthly self-inspection 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, 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 2014, we conducted onsite general audits of 188 members and document audit of 1 member, onsite audit of 35 existing members whose inquiry volume triggered the alert based on inline monitoring. We completed the preliminary audits and follow-up audits according to the "annual security audit of credit inquiry operation control of members" in November 2014 and notified members of the audit results in December along with the disbursed reward for the year.



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2. For the operation of the “SME Financing Service Platform” jointly established by the JCIC and the MOEA Small and Medium Enterprise Administration, we sent letters to members, asking them to submit their special assigned audit reports, and completed the assessment operation on September 30, 2014. When we conduct the onsite general audit of a member, we would include the inquiries made by the member with the SME Financing Service Platform in the scope of audit.

3. Continuous implementation of the reward program

We completed the 2014 reward disbursements based on the results of the “annual security audit of credit inquiry operation control of members” and the “2014 Reward Money Decision Meeting” held in December 2014. In 2014, we disbursed NT\$161,999,619 to 412 members. In the “2014 Golden Security Award and Golden Quality Award Ceremony” held on December 22, 2014, 10 institutions received the “Golden Security Award” and 15 institutions and 28 individuals received the “Golden Quality Award.” In the ceremony, the JCIC also presented a “Special Contribution Award” to Chunghwa Post and 2 outstanding personnel recommended by it for their assistance in accepting applications for personal credit reports and lists of creditors.

D. Enriching Data Contents, Improving Data Quality and Developing Value-Added Credit Information

To enhance members’ risk management and compliance with regulations set forth by the Financial Supervisory Commission (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. The tasks completed in 2014 include the following:

(A) Enriching data content and improving data quality

1. Credit-related information

We revised the reporting rules for field 53.3 “Unsecured loan for the notation of creation of lien on the collateral not completed within a reasonable period of time” of the “Monthly Report of Outstanding Loans” datafile in coordination with supervisory policy and the needs of member institutions and the market.



Highlights of 2014

2. Credit card information

In line with the opening of dual-currency credit card business, we added the reporting specifications for dual-currency credit cards to the Guidelines for Creating Datafiles on Credit Card Holders and Merchants and started accepting data reporting on September 1, 2014.

3. Corporate information

- (1) For the operation of the SME Financing Service Platform, the JCIC obtained 15 types of business data on SMEs, including tax data, 50 tax and financial ratios, invoices, labor insurance data, and utility bill data. The SME Financing Service Platform began trial operation on November 1, 2013 and is officially launched on April 1, 2014.
- (2) We compiled data on 36,000 2013 annual reports and published the digital editions of Business & Industrial Key Financial Ratios, 2014 (2013 data) and 2014 Business & Industrial Key Financial Structure Information (2013 data) for the reference of member institutions.
- (3) In consideration that TWSE and TPEX-listed companies and emerging stock companies have started preparing financial statements in accordance with the International Financial Reporting Standards (IFRSs) in 2013, JCIC called member institutions and experts advisory meeting, in which the settings of 58 IFRS financial ratios were completed. JCIC subsequently published the digital edition of "IFRSs Financial Ratios for Consolidated Financial Statements (2013 data)" on November 10, 2014 for the reference of member institutions.
- (4) To help member institutions understand better their client's dealings with leasing companies as part of the overall credit risk management, we compile the financing transaction data reported by financial leasing companies that have joined the JCIC Guidelines for Trial Operation of Financial Leasing Companies Acting as An Agent of Principals in the Application and Pickup of Credit Reports and develop related credit information products for inquiries by member institutions. We also offer the convenient service of online application for credit report by leasing companies as an agent and online transmission of credit report file to the applicant starting July 1, 2014. We have revised the Guidelines for Trial Operation of Financial Leasing Companies Acting as An Agent of Principals in the Application and Pickup of Credit Reports into an operating guidelines and the revision has been



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approved by the FSC on April 29, 2014 per FSC letter Gin-Guan-Ying-Guo-Zi-10300106250. Financial leasing companies joining this operation in 2014 include ORIX Taiwan Corporation and IBT Leasing Co. that brings the total number of financial leasing companies joining this operation to ten.

4. Debt workout information

We added and revised the file format for reporting debt workout related data and check conditions in conformity with applicable regulations. In coordination with the addition of file format for debt mediation, we revised and compiled the 2014 version of Guidelines for Reporting Data under the Consumer Insolvency act.

5. Enhancing data accuracy, timeliness and integrity

- (1) To enhance the transparency of the JCIC's data check mechanism, we conduct checks on 23 credit-related data items and 23 credit card-related data items every month and send letters to members every quarter to inform them the data check items and results. We continued to adopt measures for handling misreporting of customer credit data by financial institutions and urge financial institutions to ensure the accuracy of customer credit data reported.
- (2) We continued to adopt measures for handling misreporting of customer credit data by financial institutions and have sent letters to the head offices of member institutions with a higher rate of misreporting on February 25 and July 22, 2014, with a copy sent to the FSC and the Bankers Association and urged member institutions to ensure the accuracy of customer credit data reported.

6. Others

- (1) We continued to push forward the loss given default (LGD) data collection project. We submitted the Guidelines for Reporting to the Loss Given Default Database (Draft) and subsequent promotion plan to the FSC on July 10, 2014. The FSC, in its letter to the Bankers Association dated August 4, 2014, asked the Bankers Association to inform its domestic bank members that trial reporting of LGD data in accordance with the JCIC draft guidelines is expected to start in the second quarter of 2015.
- (2) 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. The agreement had been approved by the JCIC board of directors in its March 28, 2014, meeting and the board's decision was related to the TWNCH in a letter on April 9, 2014 with a copy sent to the FSC.



Highlights of 2014

- (3) With respect to the construction of an operational loss database, we now direct, through the import process, the periodically furnished statistical reports to the operations area in consideration of the opinions given by member institutions and following a review of our internal operating processes.

(B) Developing value-added credit information

1. Credit information products

- (1) In coordination with the “Industrial Land Policy Reform Program” approved by the Executive Yuan, we plan to develop new products based on the definition of “idle industrial land” adopted by the Industrial Development Bureau and the data it has provided and make them available to member institutions.
- (2) We integrated the real estate appraisal data reported by member institutions and the real estate transaction data based on registered real prices furnished by the MOI Department of Land Administration, and developed “M60&M61 Real Estate Bank Appraisal and Real-Price Transaction Data” products, which become available for inquiry starting September 30, 2014.

2. Credit card information products

In line with the opening of dual-currency credit card business, we revised three products – “K21 Credit Card Information – Primary and Supplementary Card”, “K33 Credit Card Account Information, Revolving Ratio and Unsecured Credit Information” and “K34 Credit Card Account Information (Including Weekly Information), Revolving Ratio and Unsecured Credit Information”, which become available for inquiry starting November 27, 2014.

3. Corporate information products

- (1) We provide 15 products through the SME Financing Service Platform for member banks to check the tax data (T10~T19), 50 tax-related and financial ratios (T91), invoices (T92), electricity bill (T93), labor insurance data (T94) and water bill (T95) of enterprises. Those products become available for inquiry starting April 1, 2014 and available at a fee starting April 1, 2015.
- (2) In response to the needs of member institutions and in coordination with Subparagraph 2, Paragraph 2, Article 27 of the Bankers Association Guidelines for Lending by Members and Articles 9 and 12 of the Self-regulatory Rules for Members of the R.O.C. Bills Finance Association Extending Loans Secured by Stock Pledge, we developed a new product



Highlights of 2014

“B73 Summary Information on Pledged Corporate Stocks – by Bank” and revised the “B71 Information on Pledged Corporate Stocks”, which become available starting March 20, 2014.

- (3) In consideration of the inquiry needs of member bill finance companies and the implementation of the revised reporting operation of non-guaranteed commercial paper data, we developed a new product "X05 Historical Balance Information of Non-guaranteed Commercial Papers", which becomes available for inquiry starting May 15, 2014.
- (4) In light that TWSE and TPEX-listed companies and emerging stock companies have started preparing financial statements in accordance with the International Financial Reporting Standards (IFRSs), we developed a new credit information product "N21 Financial Information of TWSE and TPEX-listed Companies and Emerging Stock Companies versus industry - IFRSs Consolidated Financial Statements", which becomes available starting September 30, 2014.
- (5) As the MOEA Department of Commerce has established a Nationwide Property Secured Transactions Public Inquiry Website, the JCIC acquired related data from the MOEA, and based on those data, developed a product "N60 National Property Secured Transaction Information", which becomes available starting April 30, 2014.
- (6) To help member institutions understand better their clients' dealings with financial leasing companies as part of the overall credit risk management, we developed a new product, "R04 Financial Leasing Transaction Information", which became available on February 27, 2014.
- (7) We revised "B25 Summary of Statistical Loan Information by Industry" and "B26 Detailed Statistical Loan Information by Industry", which became available on April 10, 2014.

4. Debt workout information products

We revised the sequence of disclosure for Z98 "Information on Allocation of Repayment to Unsecured Claims after Separate Repayment to A Creditor" in accordance with relevant regulations, where the date on which "54 JCIC Datafile Creation Notice Date" reported by the financial institution that receives repayment separately will be the base date. We also revised the notation message to "Notice of oo Bank on YYYY.MM.DD: The principal has reached



Highlights of 2014

a repayment agreement with creditor financial institutions in accordance with the debt workout mechanism provided in the Consumer Insolvency Act and is fulfilling his/her obligations according to the agreement."

5. Others

- (1) In coordination with the Bankers Association and the National Federation of Credit Cooperatives amending respectively provisions on subjects required reporting and data disclosure period, and adding new provision on cancellation of reports in their Guidelines for Reporting Information on Derelict Employees, we revised the Guidelines for Creating Datafiles on Law-Breaking and Derelict Employees, and relevant product "Z54 Information on Law Breaking and Derelict Employees", which becomes available starting January 8, 2014.
- (2) In support of the needs of the supervisory agency and to assist member institutions that engage in financial derivatives business to better manage their credit risk, we developed a new product, "C01 Information on Transaction Limits for Financial Derivative Products and Drawdown", which became available starting December 25, 2014.
- (3) We revised "Z07 Reported Case Records", which becomes available on April 15, 2014.
- (4) The corporate credit scoring model V. 2 was rolled out on November 1, 2014.
- (5) We continued to hold credit information product development meetings to develop and improve products that meet the inquiry needs of member institutions, and produced a "Credit Information Inquiry Guide" for the reference of member institutions.
- (6) We continued to publish corporate and consumer credit scoring models monitoring reports on a quarterly basis and held workshops to relate to member institutions the performance of the most updated models and share with them important risk management issues.

E. Enhancing the Quality of Service 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 2014 include the following:



Highlights of 2014

(A) Applications for personal credit reports

1. We implemented preferential inquiry fees on January 1, 2014, that offer one free copy of a Chinese-language personal credit report every year that may include other credit information inquired. But for eight categories of people eligible for preferential rates, their second and later Chinese or English credit reports are also provided free.
2. For the "Prototype System for Online Simplified Credit Reports" project, we completed the proof of concept (POC) report on June 16, 2014.
3. To improve the quality of telephone service, we continued to implement the "232 Phone Assistance Transfer Mechanism", by which callers are fully informed of the information needed in further communication before their calls are transferred to make sure callers' business is smoothly handled. We also added the following voice message to the answering system: "Thank you for calling JCIC customer service. This call may be recorded to better protect yours and our interests. Thank you for your cooperation."

(B) Public awareness education

1. To step up the promotion of JCIC services, we produced two pamphlets – "Introduction of JCIC Services" and "Q&A on JCIC Services" and made them available at the 16F lobby of the JCIC building and on the JCIC website under the "Credit Knowledge" section.
2. We continued to keep staff and volunteers on standby to provide counter service to people who have questions about the content of their credit reports.
3. We set up a booth in the "2014 Financial Sector Job Fair" organized by the Taiwan Financial Services Roundtable (TFSR) on May 24, 2014, and in the Changhua and New Taipei City sessions of "2014 Financial Services Social Care Fair", also organized by the TFSR on July 12, 2014, and November 1, 2014, 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" in the bimonthly Tax Journal and the semi-monthly New Fisheries.



Highlights of 2014

F. Assistance to FSC and Other Government Agencies

(A) Ongoing advisory and information services to the FSC and member institutions in Basel III and second pillar reporting operation (stress test and RAROC calculation)

1. We completed the update of default rate parameters for the 2014 stress test at the end of January 2014, which had been examined by the FSC Banking Bureau, and provided to member institutions for reference.
2. We continued the DBR inquiry incentive program for the stress test conducted by member institutions. In 2014, 12 member institutions made related inquiries.
3. We offered member institutions custom-made stress testing and risk-adjusted return on capital (RAROC) calculation service through our research service platform. In 2014, 3 banks applied for the service.

(B) Provision of statistical reports

1. We routinely provide statistical reports on lending, credit card, cash card and debt workout information for the supervisory needs of the FSC and other agencies (Central Bank, Department of Economic Development of the National Development Council and Bankers Association) and for their reference in policy formulation and adjustment.
2. We provided the MOI Construction and Planning Agency 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 participate 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.



Highlights of 2014

G. Internal Management

(A) Stepping up the efficiency of internal management

1. We continued to review 14 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. We studiously implemented the internal control systems and made timely adjustments.
3. We made effective use of the document management system and consumables management system to enhance internal management efficiency and save management costs.
4. We conducted ongoing reviews of our purchasing, personnel, and property management operations, and revised operating processes to boost operational performance.
5. 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.

(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 follow up on improvement actions, the Internal Audit Office formulated self-inspection assessment indicators and rules, revised the "Guide for Self-inspection Operation", and established the self-inspection assessment system, for implementation starting 2015.
2. To carry out internal audits operation and follow up on improvement actions taken against deficiencies found in internal audits, we planned to standardize the audit process by constructing an internal audit management system based on the 2014 business plan. The construction project was outsourced in September 2014, and the completed system passed the acceptance check and would be rolled out in January 2015. The system performs the functions of arranging audit schedules, storing and managing audit reports, and managing the deficiency improvement follow-up process, which enables the Internal Audit Office to manage better the internal audit process.



Highlights of 2014

3. The Internal Audit Office conducted all 41 audits in accordance with the audit items and schedules set out in the 2014 audit plan. The Financial Examination Bureau (FEB) conducted a 6-day audit of the JCIC starting October 13, 2014 and sent us the examination report on December 18, 2014. We have since taken improvement actions based on the recommendations given in the examination report and reported the status of improvement to the FEB in letters on February 17, 2015, and April 8, 2015.
4. In coordination with the JCIC job rotation mechanism, the Internal Audit Office recruited internally personnel with the information background as auditors in 2014 and stepped up the cultivation of computer auditors. The Internal Audit Office also put the auditors through 110 hours of training courses in accordance with the 2014 training plan to continuously enhance the professional capability of the auditors.
5. We continued to offer assistance to foreign banks and credit card institutions that have been approved by the supervisory agencies for establishment to help them become JCIC members



List of Member institutions

Domestic Banks (40)

Bank of Taiwan	China Development Industrial Bank	Bank SinoPac Company Limited
Land Bank of Taiwan	Industrial Bank of Taiwan	E. Sun Commercial Bank, Ltd.
Taiwan Cooperative Bank	Taiwan Business Bank	Cosmos Bank, Taiwan
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) Limited
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 (18)

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

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 (25)

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



List of Member institutions

Credit Departments of Farmers' Associations (281)

Shihlin District	Taishan District	Gueishan Township
Beitou District	Linkou District	Bade City
Neihu District	Lujhou District	Dasi Township
Nankang District	Wugu District	Fusing Township
Mujha District	Bali District	Dayuan Township
Jingmei District	Danshuei District	Lujhu Township
Keelung City	Sanjihh District	Guanin Township
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 City	Emei Township
Shulin District	Longtan Township	Jhunan Township
Yingge District	Yangmei Township	Toufen Township
Sanchong District	Sinwu Township	Sanwan Township
Sinjhuang District	Taoyuan City	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
Zaoctiao 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 City	Caotun Township	Tianjhong Township
Taiping 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 City	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 City	Jiasian District	Gaoshu Township
Siaogang District	Jiading District	Pingtung County
Renwu District	Neimen District	Hualien City
Dashe District	Jiouru Township	Sinsiou District
Dashu District	Ligang Township	Jian Township
Liouguei District	Linluo Township	Shoufong Township
Gangshan District	Neipu District	Fongrong District
Lujhu District	Kinding Township	Guangfeng District
Alian District	Nanjhou District	Rueisuei Township
Tianliao District	Donggang Township	Yusi District
Yanchao District	Liouciou Township	Fuli Township
Ciaotou District	Fangshan District	Taitung District
Zihguan District	Hengchun Township	Luye District
Mituo District	Manjhou Township	Guanshan Township
Yongan District	Pintung City	Chihshang Township
Hunei District	Checheng District	Donghe Township
Fongshan District	Fangliao Area	Chenggong Township
Daliao District	Wanluan Area	Changbin Township
Linyuan District	Jutian Township	Taimali District
Niao-Song District	Wandan Township	Penghu County
Cishan District	Changjih Township	Lienchiang County
Meinong District	Linbian Township	Taiwan Province
Shanlin District	Jiadong Township	



List of Member institutions

Credit Card Issuers (6)

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

Other Institutions (5)

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



Major Events in 2014

Date	Contents
2014/12/29	JCIC completes the production of Credit Information Inquiry Manual (revised on September 2014) CD and distributes it on December 29, 2014, for use by member institutions.
2014/12/25	JCIC rolls out a new product - "C01 Information on Transaction Limits for Financial Derivative Products and Drawdown."
2014/12/22	JCIC holds the 2014 Golden Security Award and Golden Quality Award Ceremony and invites FSC Chairperson William Tseng, Bankers Association Chairman Jih-chu Lee, Deputy Minister Cheng-taung Cheng of the Council of Agriculture, and Director-General Wei-wen Hsu of the Bureau of Agricultural Finance to give speeches and present awards at the ceremony.
2014/12/15	JCIC is granted the DP Mark for personal data privacy protection by the MOEA Department of Commerce.
2014/11/27	JCIC rolls out the revised "K21 Credit Card Information – Primary and Supplementary Card", "K33 Credit Card Account Information, Revolving Ratio and Unsecured Credit Information" and "K34 Credit Card Account Information (Including Weekly Information), Revolving Ratio and Unsecured Credit Information" products.
2014/11/27	JCIC passes the onsite review of TPIPAS (Taiwan Personal Information Protection and Administration System).
2014/11/01	JCIC rolls out the new versions of "J20 Corporate Credit Scoring - Information on Responsible Persons Excluded" and "J21- Corporate Credit Scoring - Information on Responsible Persons Included."
2014/10/29	In the Doing Business 2015 report on 189 economies worldwide published by the World Bank, Taiwan, along with often 22 countries, receives the highest score of 8 for "depth of credit information index", an area that the JCIC is responsible for. Only two Asian countries, Taiwan and South Korea receive the perfect score, surpassing Japan, Singapore and Hong Kong, compared with the average score of 6.5 for all OECD countries.
2014/10/08	The Credit Department of Taoyuan Guanyin Farmers' Association obtains JCIC membership, thus bringing the total number of JCIC members to 430.
2014/10/01	JCIC participates in the "2014 Financial Services Social Care Fair" jointly organized by the Taiwan Financial Services Roundtable (TFSR) and the New Taipei City Government.



Major Events in 2014

Date	Contents
2014/09/30	JCIC rolls out "M60&M61 Real Estate Bank Appraisal and Real-Price Transaction Data" and "N21 Financial Information of TWSE and TPEx-listed Companies and Emerging Stock Companies Versus Industry - IFRSs Consolidated Financial Statements" and takes four products - "G11 List of Long-term Equity Investors and Material Financial Information", "G12 List of Long-term Equity Investors and Bank Lending Information", "G13 List of Long-term Equity Investors and Bank Lending Information - by Use Purpose" and "N05 Information on the Subject of Material Information Disclosure Made by Public Companies - by Bank" off-line.
2014/09/09	Taiwan Rakuten Card, Inc. gets JCIC membership, thus bringing the total number of JCIC members to 429.
2014/09/09	JCIC revises three credit information products - "K21 Credit Card Information – Primary and Supplementary Card", "K33 Credit Card Account Information, Revolving Ratio and Unsecured Credit Information" and "K34 Credit Card Account Information (Including Weekly Information), Revolving Ratio and Unsecured Credit Information", and receives FSC approval per letter Gin-Guan-Yin-Piao-Zi- 10300259180 dated September 9, 2014.
2014/08/20	Pingtung Wanluan Farmers' Association becomes a JCIC member, which brings the total number of JCIC members to 428.
2014/07/28	JCIC's revised Guidelines for Creating Datafiles on Credit Card Holders and Merchants is approved by the FSC per letter Gin-Guan-Yin-Piao-Zi-10300204060 dated July 28, 2014.
2014/07/21	Bank of Panhsin has been approved to take over the Taipei City Ninth Credit Cooperative by assuming limited liability and set July 21, 2014 as the merger record date. As a result, the number of JCIC members is reduced to 427.
2014/07/12	JCIC participates in the "2014 Financial Services Social Care Fair" organized by the Taiwan Financial Services Roundtable (TFSR) in Changhua. JCIC sets up a booth to promote education on credit. JCIC Chairman Hu visits the fair, makes a donation to a social welfare organization in Changhua County, and offers a prize for the fair's lucky draw activity.
2014/06/20	Pingtung Gaoshu Farmers' Association joins JCIC as a member, thus bringing the total number of JCIC members to 428.
2014/05/29	JCIC website (www.jcic.org.tw) is certified as a A+ barrier-free website by the National Development Council on May 29, 2014.



Major Events in 2014

Date	Contents
2014/05/24	JCIC sets up a booth to recruit people in the "2014 Financial Sector Job Fair" held at the National Taiwan University Sports Center on May 24, 2014.
2014/05/15	JCIC rolls out a new product "X05 Historical Balance Information of Non-guaranteed Commercial Papers."
2014/04/30	JCIC rolls out a product "N60 National Property Secured Transaction Information."
2014/04/29	JCIC's revised Guidelines for Trial Operation of Financial Leasing Companies Acting as An Agent of Principals in the Application and Pickup of Credit Reports is approved by the FSC on April 29, 2014 per FSC letter Gin-Guan-Ying-Guo-Zi-10300106250.
2014/04/25	The revised "B25 Summary of Statistical Loan Information by Industry" and "B26 Detailed Statistical Loan Information by Industry" become available for inquiry.
2014/04/25	FSC taken notice of JCIC's new product "X05 Historical Balance Information of Non-guaranteed Commercial Papers" and void product "X04 Balance Information of Non-guaranteed Commercial Papers", by email on April 25, 2014.
2014/04/15	JCIC adds "F Stored value accounts" and thereunder "F1 Watch-listed account" and "F2 Account opened under fake name" for the case type of "Z22 Reported Case Records."
2014/04/10	JCIC completes the linkup with Taipei Water Department for water bill data on April 10, 2014 for the SME Financing Service Platform established by the JCIC in collaboration with the MOEA Small and Medium Enterprise Administration, and will use the data for "T95 Water Bills and Payment Records of Enterprises."
2014/03/20	JCIC rolls out the "B73 Summary Information on Pledged Corporate Stocks – by Bank" and the revised "B71 Information on Pledged Corporate Stocks", and takes "G25 Information on Related Party Transactions Disclosed in Corporate Financial Statements" off-line.
2014/03/20	JCIC assists the FSC in holding the "16th Financial Information Executives Fellowship Meeting."
2014/03/18	JCIC completes the production of Credit Information Inquiry Manual (revised on October 2013) CD, marking the first time JCIC distributes the manual in CD for use by member institutions.



Major Events in 2014

Date	Contents
2014/02/28	JCIC adds a new product "T95 Water Bills and Payment Records of Enterprises" to the "SME Financing Service Platform", which becomes available for inquiry by platform members via connection starting February 28, 2014.
2014/02/27	JCIC responds to the email questionnaire survey of the World Bank on "Doing Business 2015 - credit information index" on February 27, 2014.
2014/02/27	JCIC rolls out the "R04 Financial Leasing Transaction Information."
2014/02/25	Officials from MOEA SME Administration visit the JCIC on February 25, 2014 to discuss the management of SME Financing Service Platform authorization and the implementation of information security operation.
2014/02/10	Based on the operating needs of the Bankers Association in connection with "Stored value accounts", JCIC has drawn up the Guidelines for Reporting Suspicious or Unusual Deposit Account Transactions and Financial Fraud Cases", which is approved by the FSC per letter Gin-Guan-Yin-Piao-Zi-10300022550 dated February 10, 2014.
2014/01/08	JCIC has revised the Guidelines for Creating Datafiles on Law-Breaking and Derelict Employees in accordance with the newly amended and FSC-approved Guidelines for Reporting Law-Breaking and Derelict Employees by Banks and Guidelines for Reporting Law-Breaking and Derelict Employees by Credit Cooperatives, which becomes effective on January 8, 2014. As the revision covers widening the scope of subjects requiring reporting, a new data disclosure period for the newly added subjects, and the cancellation of reports, the relevant product "Z54 Information on Law Breaking and Derelict Employees" is also revised and becomes available on the same day.
2014/01/01	Starting January 1, 2014, additional data inquiries along with requests for personal credit reports are also eligible for one free copy per person per year, and for people in eight categories, their subsequent requests in the year for personal credit reports/lists of creditors are also free of charge.



Joint Credit Information Center

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