

From Credit Information to Empowerment

The Role of Credit Information in Advancing Client Protection
and Financial Inclusion

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13 August 2026

CIC and RA 9510

Section 5 of the Republic Act No. 9510 or Credit Information System Act (CISA) of 2008 created the powers and functions of the Credit Information Corporation (CIC) whose **primary mandate** is to:



Receive and consolidate
basic credit data



Act as a central registry
or central repository of
credit information



**Provide access to reliable,
standardized information on
credit history** and financial
condition of borrowers



Role of CIC and the Credit Information System



**Promote transparency
and trust in credit
information**



Protect consumer rights



**Promote responsible
lending and borrowing**



**Reward good financial
behavior, reduce
dependence on collateral**



**Expand fair access
to credit**



**Strengthen credit risk
management and
financial stability**

Does CIC violate the data privacy rights of borrowers when it collects their credit data?

Submission of credit data to the CIC DOES NOT violate the Data Privacy Act of 2012 (RA 10173).

The Data Privacy Act excludes the CIC as provided in Section 4:

This Act does not apply to the following:

xxx

(e) Information necessary in order to carry out the functions of public authority which includes the processing of personal data for the performance by the independent, central monetary authority and law enforcement and regulatory agencies of their constitutionally and statutorily mandated functions. Nothing in this Act shall be construed as to have amended or repealed **Republic Act No. 9510, otherwise known as the Credit Information System Act (CISA)**;



CIC and Data Privacy

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The Data Privacy Act excludes the CIC as provided in Section 4:

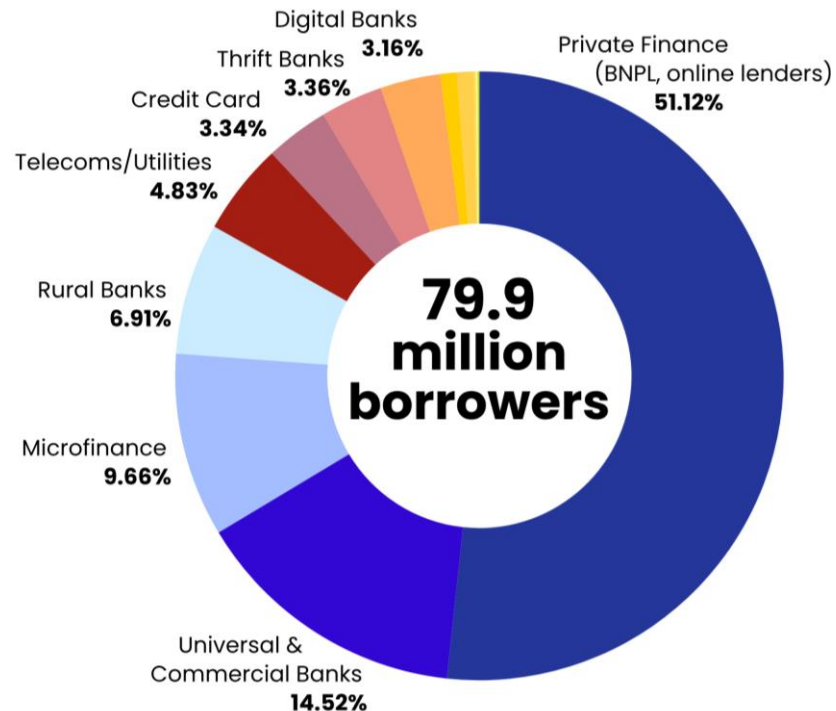
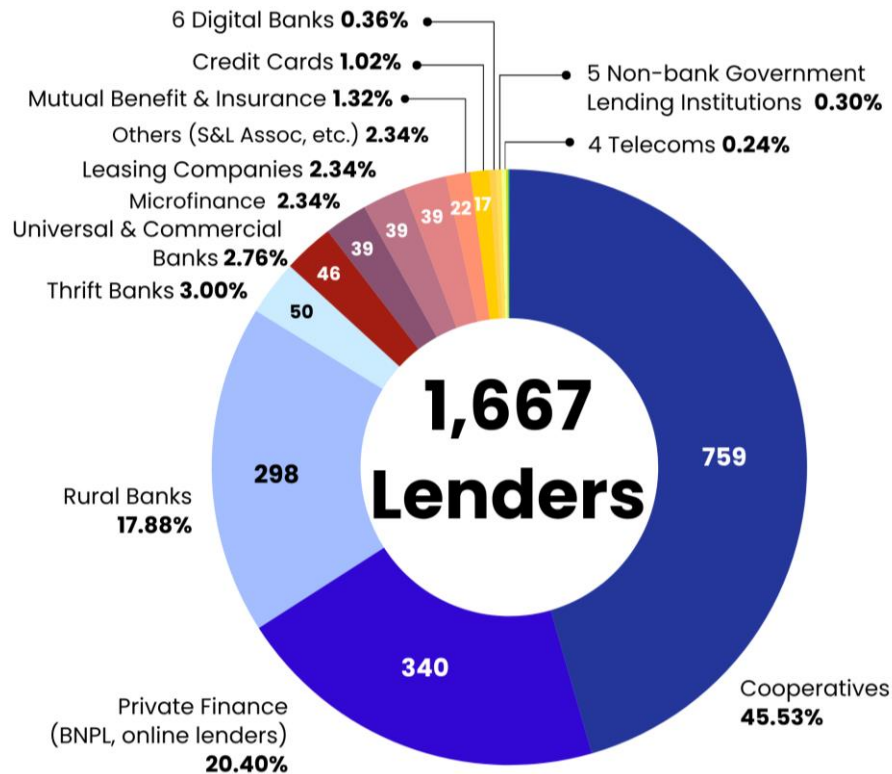
This Act does not apply to the following:

xxx

(f) Information necessary for banks and other financial institutions under the jurisdiction of the independent, central monetary authority or Bangko Sentral ng Pilipinas **to comply with Republic Act No. 9510, and Republic Act No. 9160, as amended**, otherwise known as the Anti-Money Laundering Act and other applicable laws;



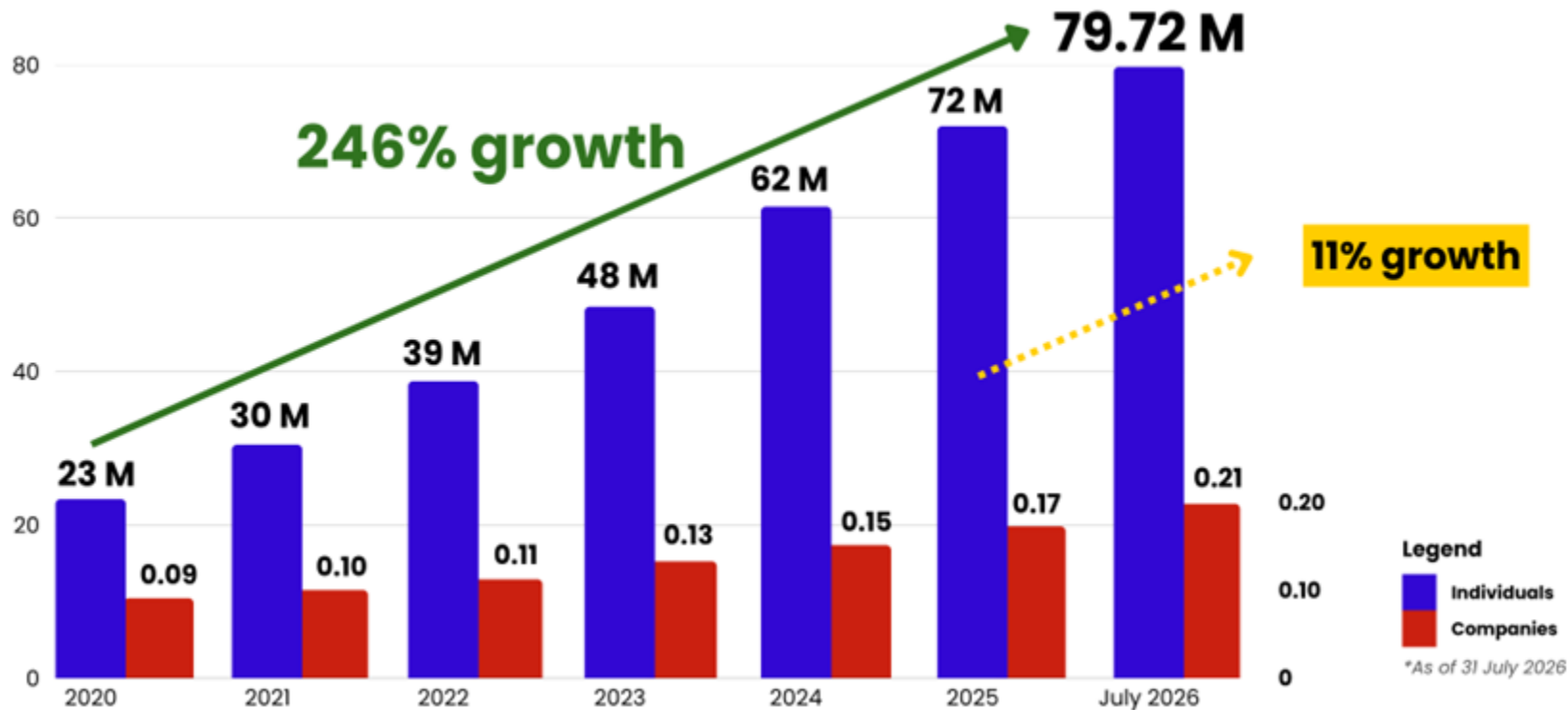
CIC Coverage



*As of 31 July 2026

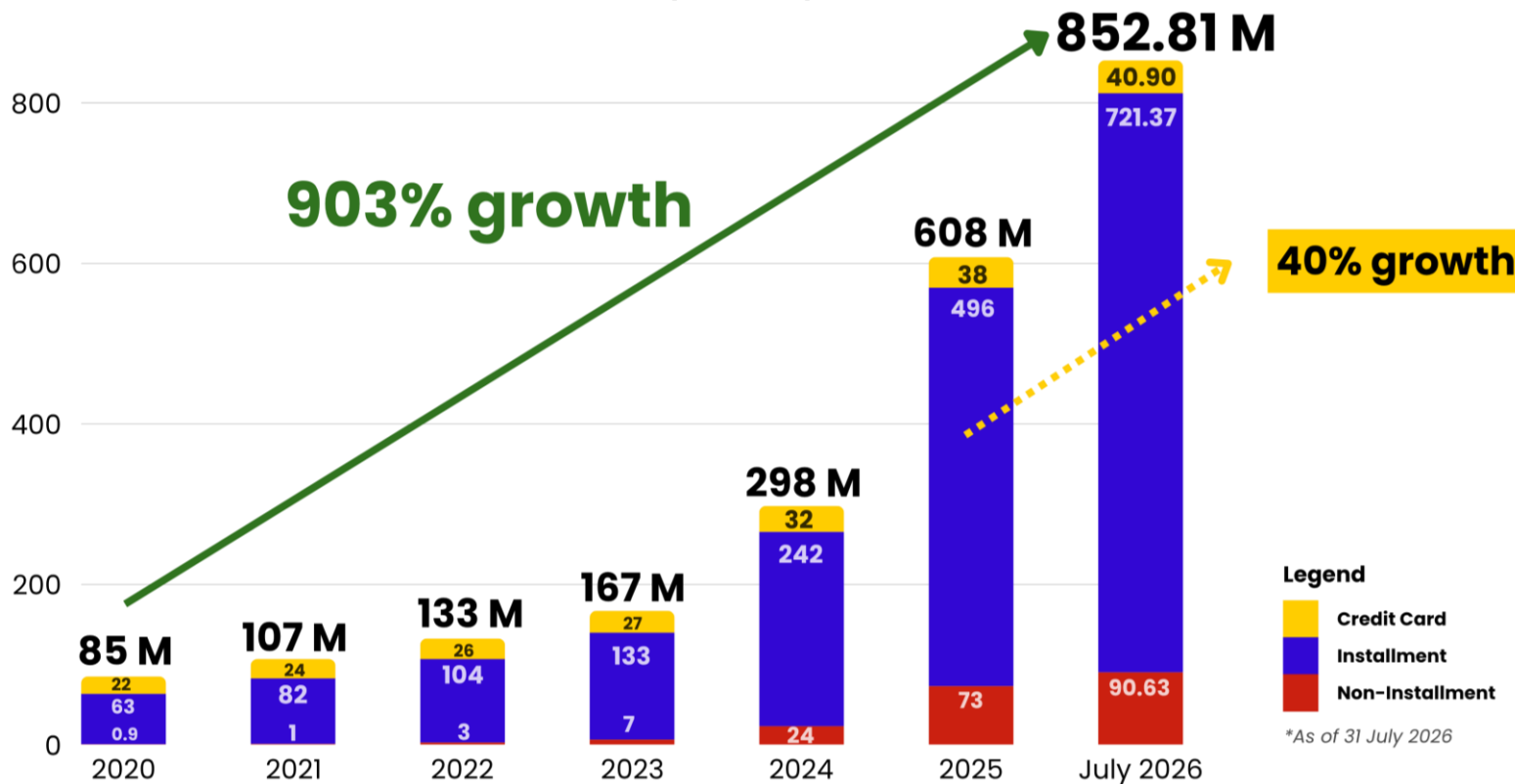
CIC Database Growth by Data Subjects

(In Millions)



CIC Database by Contract Type

(In Millions)



Growth of "Buy Now Pay Later" Data



115/340 PF SEPs
are accessing the database

▲ 38% increase (SEPs)
▲ 47% increase (AEs)

CIC DATABASE CONTRIBUTIONS



40.8 million
borrowers

▲ 60% increase



423.6 million
contracts

▲ 261% increase

**Figures compare end-2024 and as of end-July 2026*

CIC Database Performance



**RECORDS LOADED
IN 2025**

1.8 B

vs. 669 million in 2024

↑ 170%

increase from 2024



CIS HIT RATE IN 2025

79.6%

vs. 75.1% in 2024

↑ 4.5%

improvement from 2024



About **8 out of every 10 searches**
in the database successfully
find a matching record

What's in your **credit report**?

Personal data

Identification

Negative event

Active accounts/
contracts

Contract details





Online Dispute Resolution System (ODRS)

- Correct any **erroneous, incomplete, missing, or outdated** data on your credit report by your lenders
- **Integrated with PhilSys** for identity verification



To file a dispute, visit:

cic.gov.ph/dispute

The screenshot shows the CIC ODRS form. At the top is the CIC logo and the text "CREDIT INFORMATION CORPORATION". Below this is a progress bar with seven steps: Terms and Conditions, Verification, Identity/License Check, Personal Information, Disputed Subject, Disputed Contract, and Review. The "Verification" step is currently active. The form fields include: Transaction Reference Number of the Credit Report *, Email Used in getting the Credit Report *, Last Name *, First Name *, Middle Name, Suffix, and Birthdate *. There is a note about issues with Transaction Reference Numbers and a link to email the Dispute Team. At the bottom, there is a CAPTCHA field with the number 4263 and Previous/Next buttons.

Data Contributors Accessing the CIC Database

ALL BANKS



28/63

Universal &
Commercial Banks
and Credit Cards



128/348

Rural, Thrift, Coop,
and Savings Banks



4/6

Digital Banks

NON-BANKING AND NON-TRADITIONAL LENDERS



115/340

Private Finance
BNPL, online lenders



1/4

Telecom



35/759

Cooperatives



16/39

Leasing
Companies



1/5

Government
Institution



2/22

Mutual Benefit &
Insurance



5/39

Microfinance
Institutions



4/42

Others
(Savings & Loan
Association, etc.)

How to become an Accessing Entity

REGULAR TRACK

Requirements:

- **SEP with at least six (6) months** continuous basic credit data submission
- Successfully completed the Data Quality and Usability Assessment (DQUA), unless exemption was approved

Issuance: [CLC Circular No. 2020-01](#)

FAST TRACK

Requirements:

- Already an SEP
- **At least one (1) month** worth of basic credit data submission

Issuance: [CLC Circular No. 2022-02](#)

Send an email to:

[**access@creditinfo.gov.ph**](mailto:access@creditinfo.gov.ph)



2 Types of Access to the CIC Database

1. Direct access from the CIC

For CIC direct access, there must be a consumable minimum advance payment of **PHP 30,000 equivalent to 1,000 CIC Credit Reports**

Scheme	Price	Expiration
Wholesale	P20.00	12 months from purchase
Retail	P30.00	12 months from purchase

**Minimum purchase of 1,000,000 (1 million) credit reports to avail of the wholesale price.*

2. Through any of CIC's Special Accessing Entities (SAE)

Why become an Accessing Entity?

**Cheaper.
Convenient.
Reliable.**



Better Credit Decisions

Enable data-driven and risk-based loan pricing



Enhanced Credit Risk Management

Reduce defaults, over-indebtedness, and fraud



Faster and More Efficient Loan Processing

Streamline underwriting and portfolio monitoring



Promote Financial Inclusion

Extend credit to more Filipinos and MSMEs beyond traditional collateral

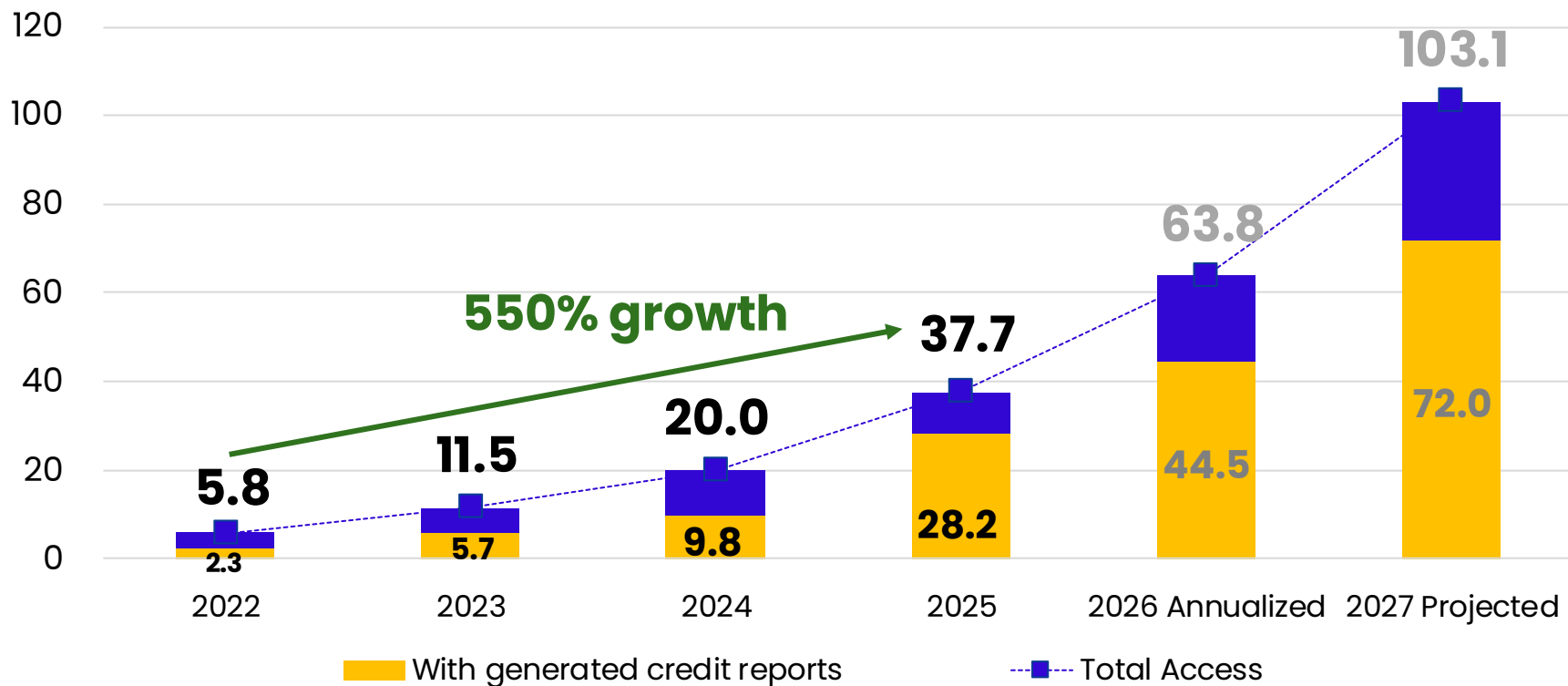


Personalized Financial Solutions

Offer services tailored to specific needs of borrowers and CIC Credit Reports **via D2C program**

2022-2027 Access Volume Trend

(Total volume access & generated credit reports – In Millions)



Direct-to-Consumer (D2C) thru AE Program

Convenience

To provide the public the convenience of accessing their credit reports through their preferred lending institutions, whether in person or online via mobile app.

Habitation

Increased point-of-sale channels also increases exposure helping borrowers habituate through increased availability.





Direct-to-Consumer (D2C) thru AE Program

Advantages

- ✓ **Detect identity theft early**
- ✓ **Verify accuracy of personal and credit information**
- ✓ **Exercise their right to dispute inaccurate records**



Direct-to-Consumer (D2C) Program



475 Lender branches
accept walk-in requests



16 Online options
via mobile app or email



To see the list of D2C channels:
cic.gov.ph/d2c



Get your CIC Credit Report through our **participating AEs!**

★ **ONLINE and WALK-IN process**

Region III

- BOF, Inc. (A Rural Bank)
- Hiyas Banking Corp. ★
- Liberty Bank (A Rural Bank), Inc.
- New Rural Bank of San Leonardo ★
- Rural Bank of San Narciso
- Zamboales Rural Bank, Inc.
- Gateway Rural Bank Inc.
- Pacific Ace Savings Bank

NCR

- AMP Lending Corporation ★
- Malayan Savings Bank
- Philippine Cashtrout Lending Corporation ★
- Prime Global Financing Corporation ★
- San Dionisio Credit Cooperative
- Sumisho Motor Finance Corporation ★
- Tulay sa Pag-Unlad
- Yuanta Savings Bank Philippines, Inc. ★

Region IX

- Rural Bank of Rizal (Zamboanga Del Norte), Inc.

Online Process Only

- Home Credit Mutual Building and Loan Association, Inc.

Region I

- Rang-ay Bank, Inc.
- Rural Bank of Mangaldan, Inc.
- BHF Rural Bank, Inc.

Region II

- Cooperative Bank of Nueva Vizcaya

Region IV-A

- Unilink Bank, Inc.
- Utility Bank, Inc. (A Rural Bank)
- XPO II Credit Company ★

Region V

- Banco San Vicente
- Camalig Bank, Inc. (A Rural Bank)
- JMH Microfinance, Inc.
- Rural Bank of Guinobatan
- Rural Bank of San Jose (Cam. Sur), Inc.
- SEDP Simbag sa Pag-asenso
- Tru Finance Corporation

Region XIII

- Baug CARP Beneficiaries Multi-Purpose Cooperative
- Butuan City Rural Bank

Region X

- BINHI Rural Bank
- RBT Bank, Inc., A Rural Bank

Region XI

- Enterprise Bank, Inc.



Program Key Mechanics



Fees and Markup

- A service or convenience fee may be charged to defray administrative costs.
- May be borne by the client or the AE (AE's discretion)



Mode of Release

The AE may **decide on the mode of release** of the CIC credit report:



On-premise hardcopy



Hardcopy by courier

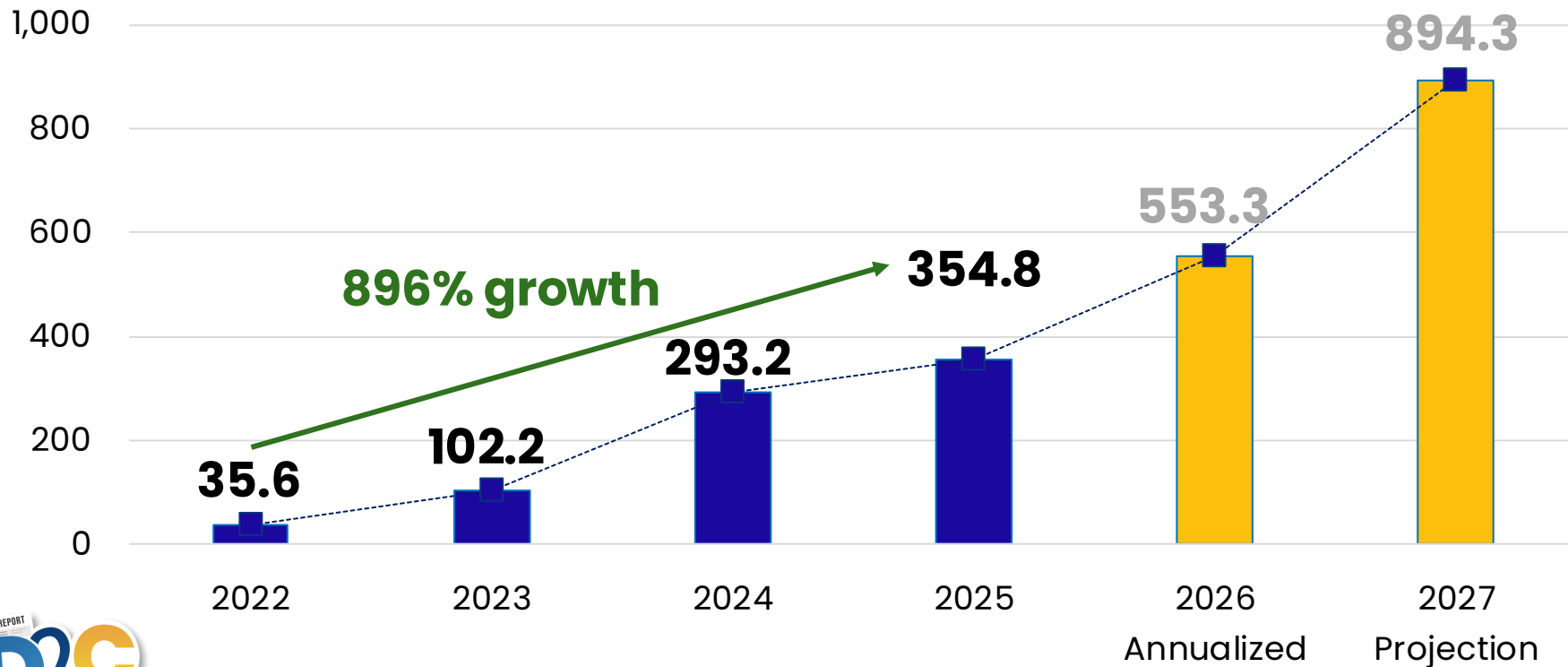


Via email or mobile app



2022-2027 D2C Performance Trend

(in thousand credit reports)



★ Strengthening the Credit Information System



1

Expand Data Coverage to Address Gaps

Broaden coverage under CISA (e.g., utility companies)
Advance the data collection roadmap towards alternative data



2

Enhance Data Quality and Accuracy

Strengthen compliance monitoring, enforce Penalty Framework
Capacity building for submitting entities



3

Strengthen Consumer Trust and Financial Literacy

Empower borrowers through FinLit programs such as CIC Academy



4

Modernize for a Secure, Resilient, and Future-Ready Database

Development of Next-generation Credit Information System (CIS)



CISA Initiatives and Activities

- Face-to-face and virtual CISA seminars and technical workshops
- 1-on-1 sessions and macro sessions with SEs for reorientation on submission processes and compliances
- Wholly online data submissions and transactions with the CIC





CREDIT INFORMATION
CORPORATION



Smarter Credit Decisions, Stronger Client Protection: Start with CIC Data

Ben Joshua A. Baltazar

President and CEO, CIC

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