From Credit Information to Empowerment

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

Ben Joshua A. Baltazar
President and CEO, CIC
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 <u>DOES NOT</u> 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 Nothing in this Act shall be construed as to have amended or repealed **Republic Act No. 9510, otherwise known as the Credit Information System Act (CISA)**;

NATIONAL PRIVACY COMMISSION

CIC and Data Privacy

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

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

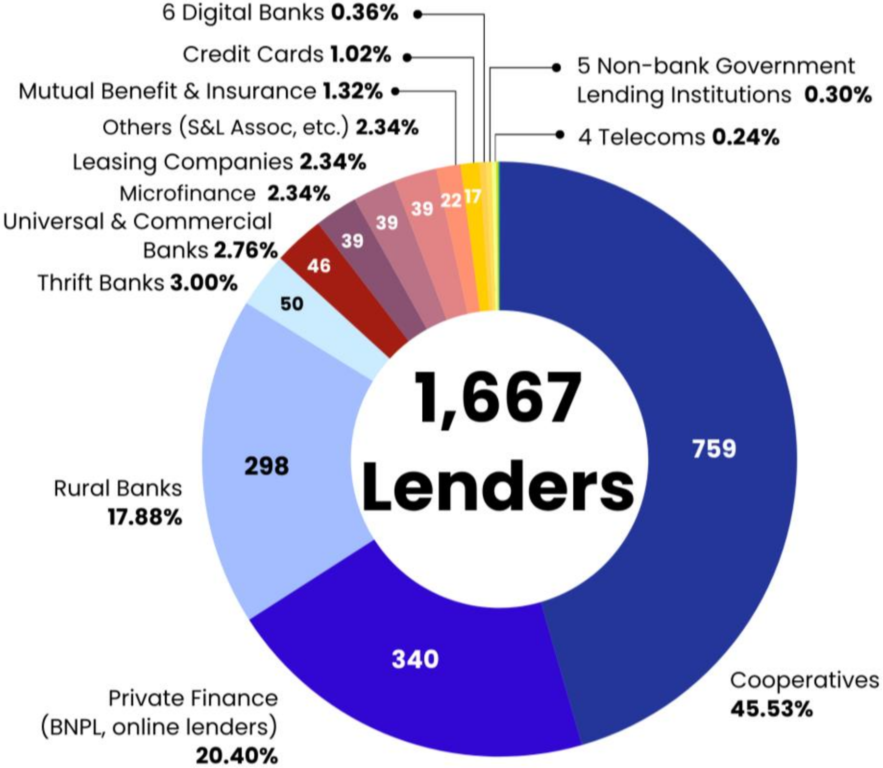
This Act does not apply to the following:

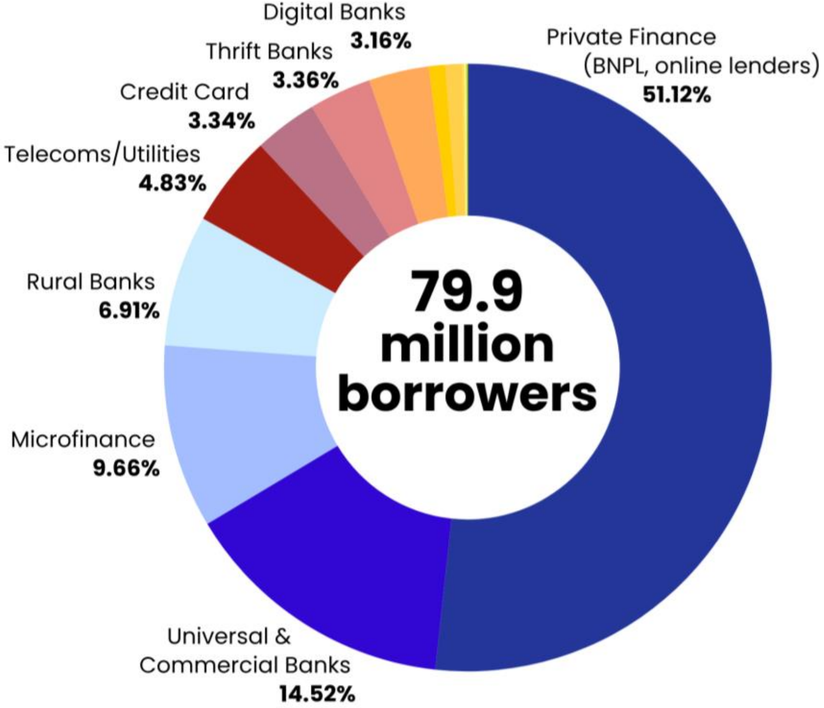
xxx

(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;

NATIONAL PRIVACY COMMISSION

CIC Coverage

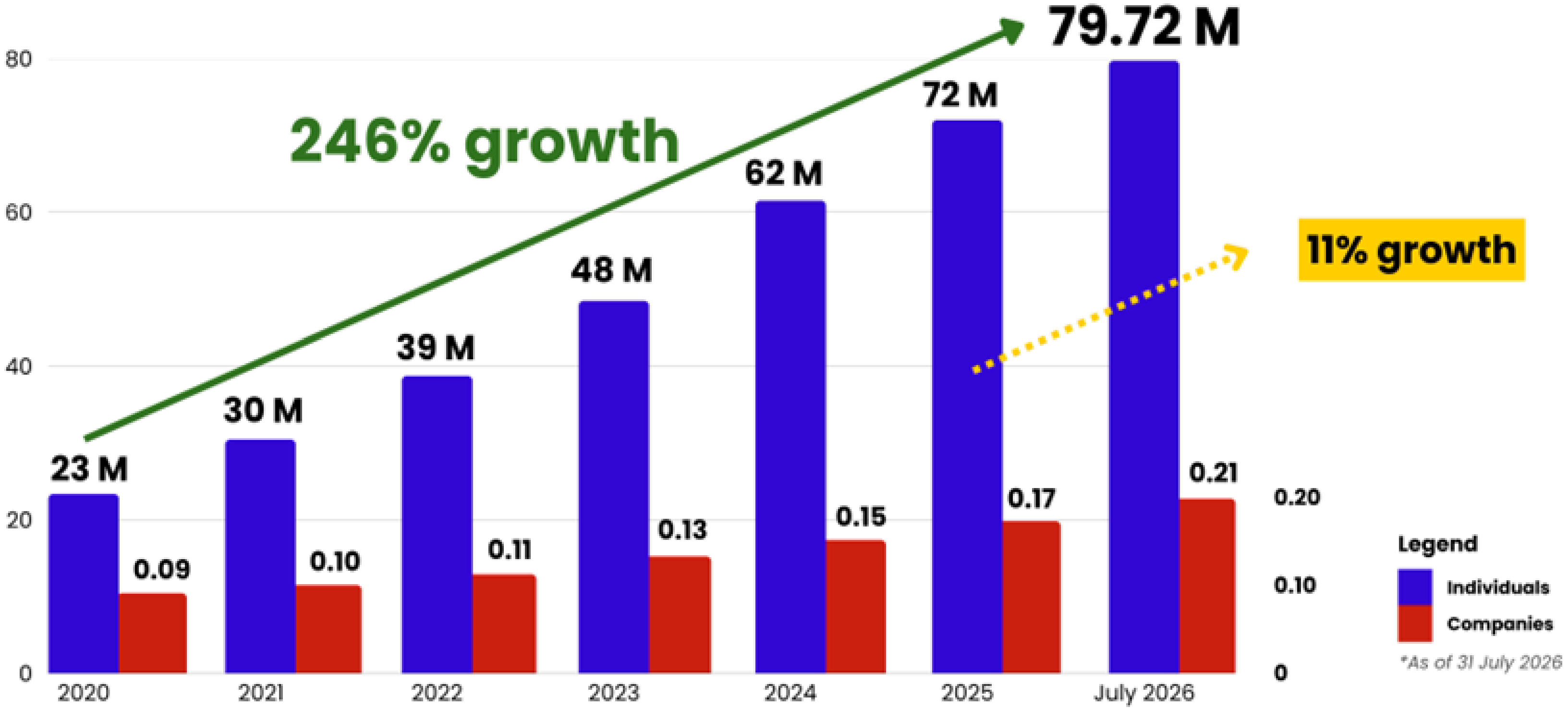




*As of 31 July 2026

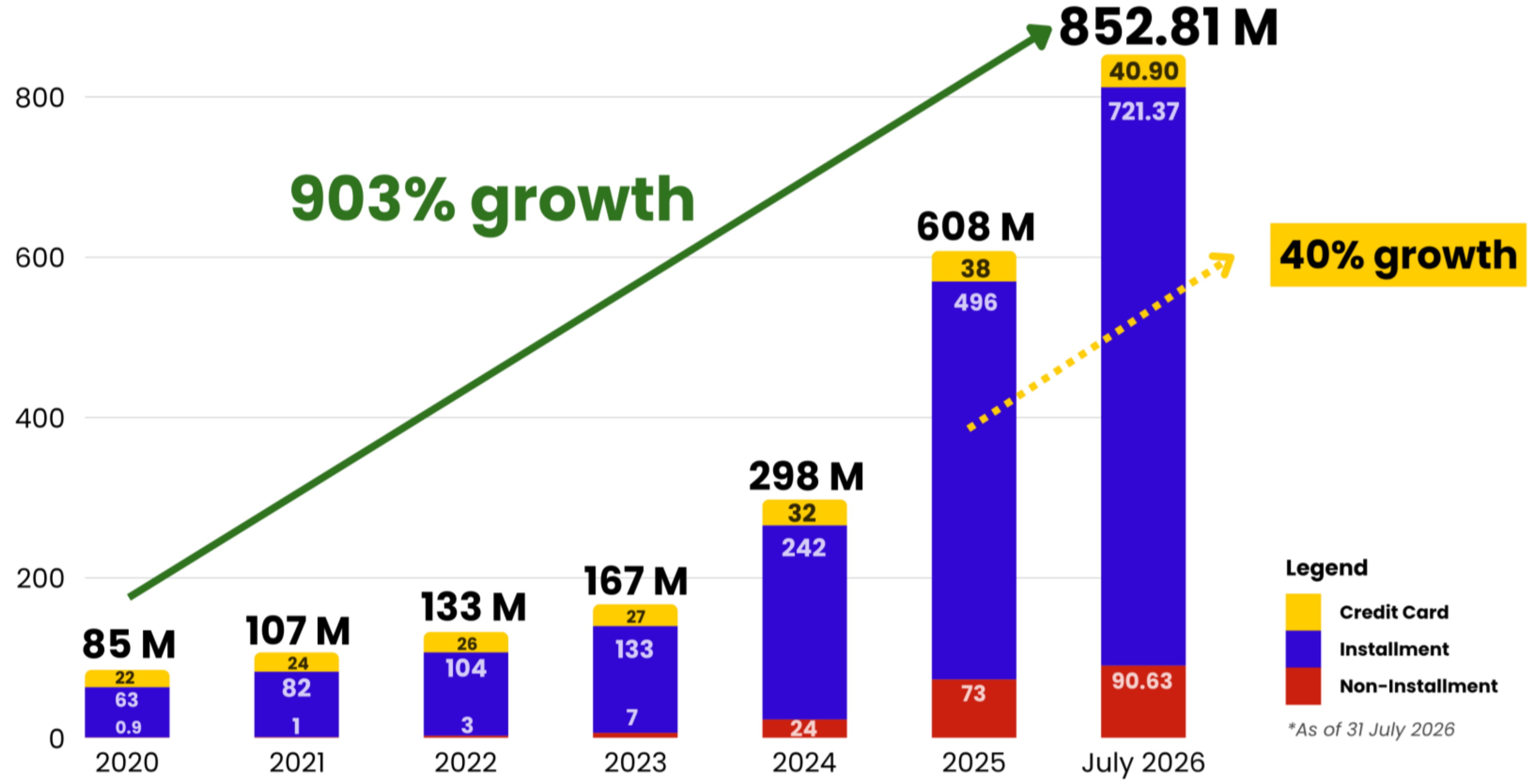
CIC Database Growth by Data Subjects

(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

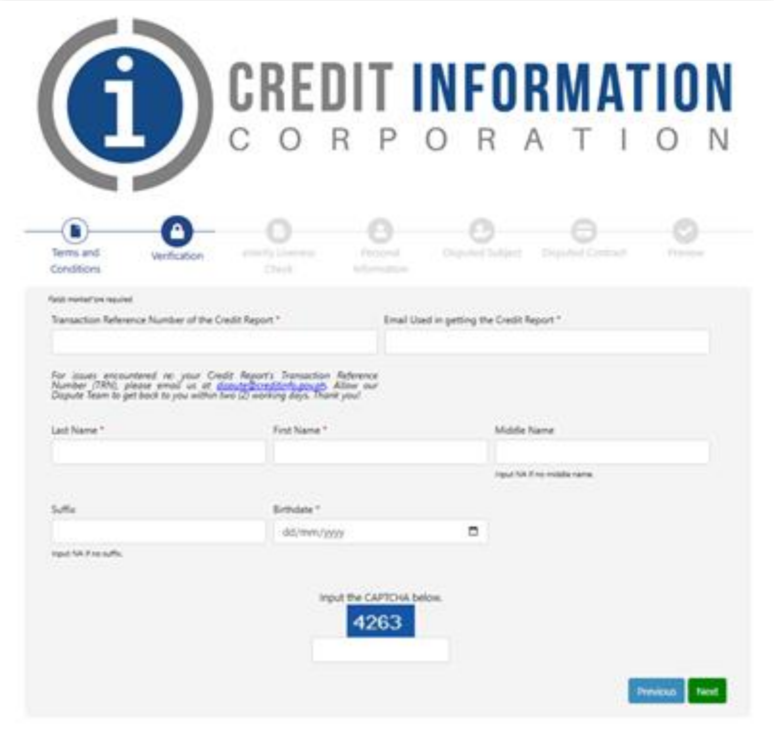
Online Dispute Resolution System (ODRS)

- Correct any **erroneous, incomplete, missing, or outdated** data on your credit report by your lenders

- **Integrated with PhilSys** for identity verification

#NationalID | eVerify

To file a dispute, visit: **cic.gov.ph/dispute**



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.)

Legend: ■ Accessing Entities (339) ■ Submitting Entities in Production (1,667)

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: CIC Circular No. 2020-01

FAST TRACK

Requirements:

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

Issuance: CIC Circular No. 2022-02

Send an email to: **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

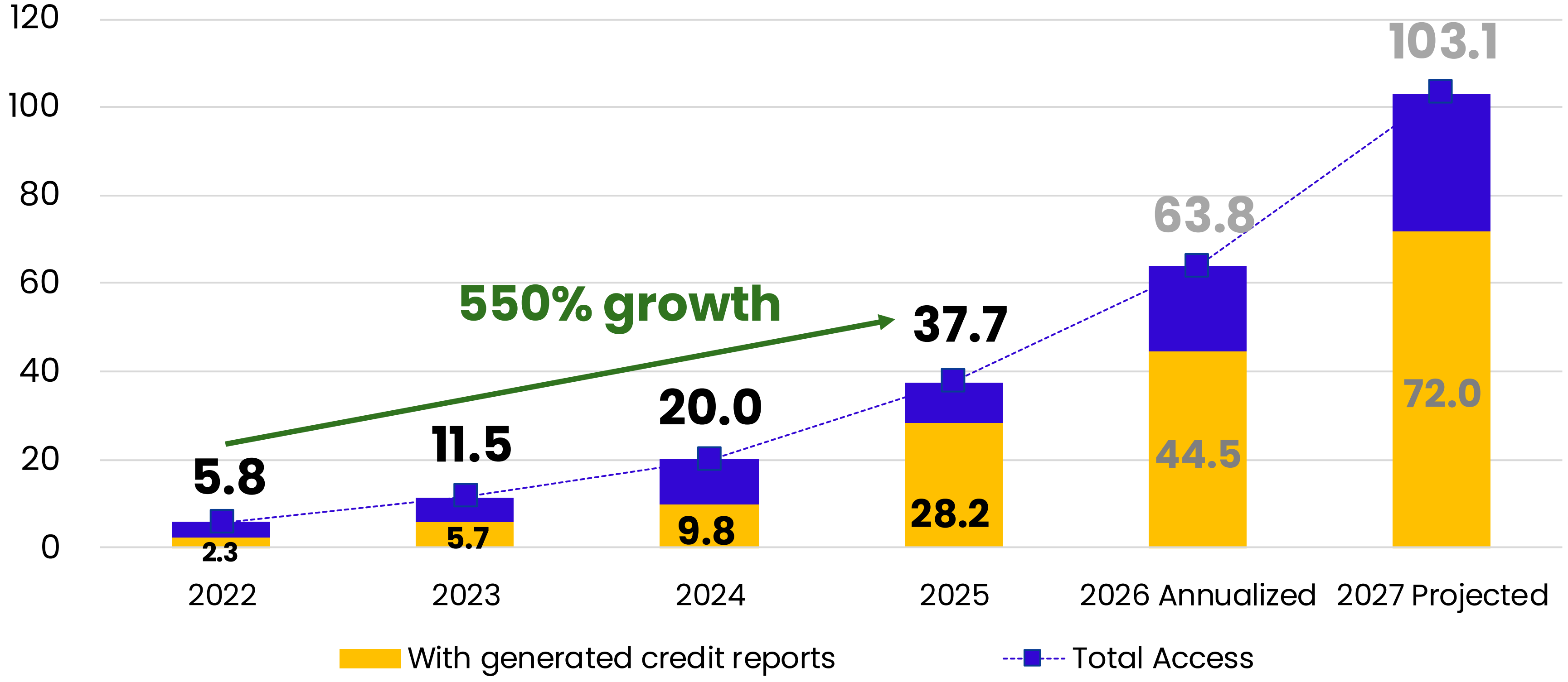
Faster and More Efficient Loan Processing
Streamline underwriting and portfolio monitoring

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.

Habituation

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

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)

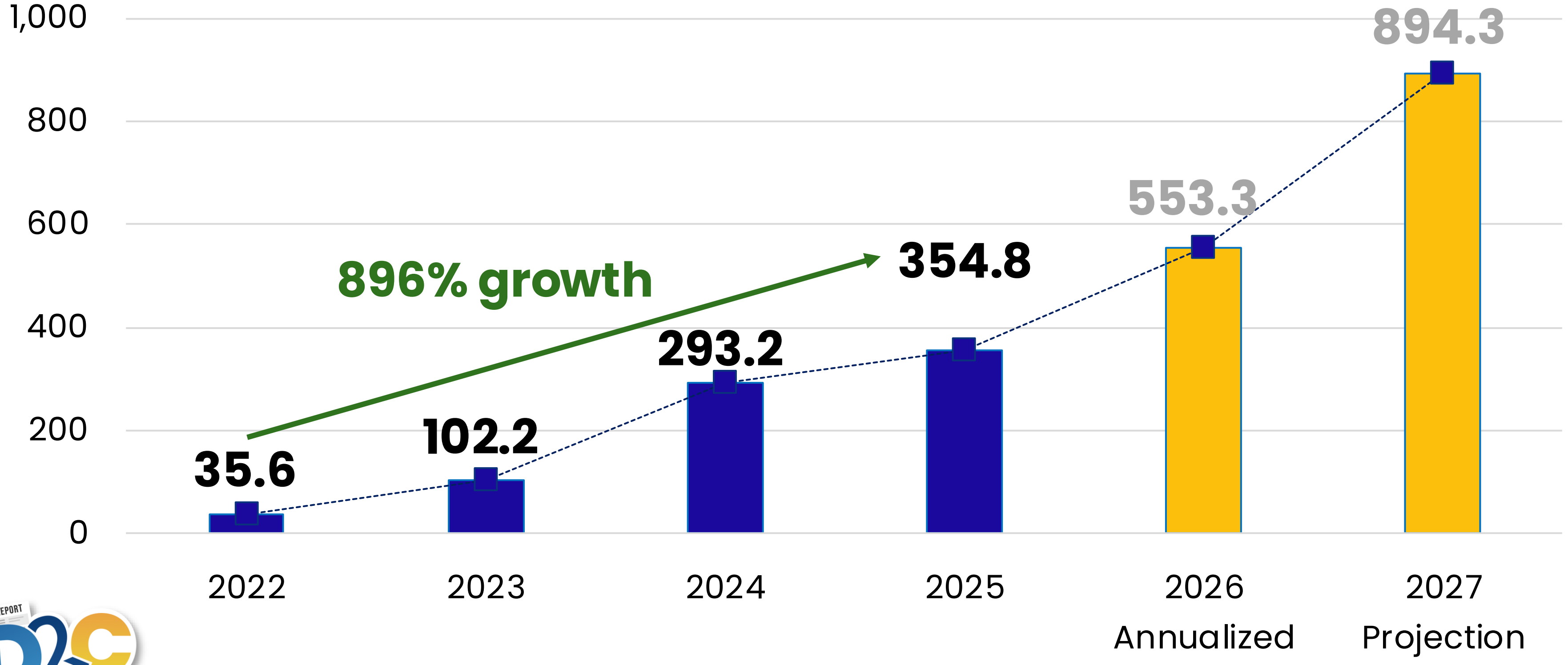
Mode of Release

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

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

Ben Joshua A. Baltazar
President and CEO, CIC
13 August 2026