



**CIC  
COMPLIANCE  
ASSISTANCE PROGRAM**



## What is the program about?

Under the Republic Act No. 9510 or also known as the Credit Information Systems Act (CISA), wherein banks, quasi-banks, their subsidiaries and affiliates, life insurance companies, credit card companies, financing companies, cooperatives and other entities that provide credit facilities, are required to submit credit data (positive and negative) and updates thereon on a regular basis to the Credit Information Corporation (CIC). The institutions mentioned are referred to as "Submitting Entities". In order to standardize credit data submission, submitting entities should follow a registration process with the CIC.

CIBI Information, Inc. is one of the accredited special accessing entities of the CIC and is certified to train and support submitting entities in complying with CIC data standards. In light with the sustainability of credit information exchange in the country, CIBI is offering its expertise, resources and services to submitting entities that are not familiar with the CIC registration process and to submitting entities that are in need of assistance. We can support and work side by side with submitting entities during the registration process in client data preparation, analysis, interpretation of errors and client data test submission at no cost involved.

## Why CIBI is the best technical training partner for you?

CIBI is one of the few Special Accessing Entities (SAE) under the Credit Information Corporation that was granted a **certification as a Technical Training Partner Expert**. With this, you are assured that CIBI is fully capable in handling your compliance to the CIC.

## Who are qualified to join the program?

**All Submitting Entities (SE)** as described under the Credit Information System Act of 2008. A Submitting Entity refers to an entity which provides credit facilities such as, but not limited to, banks, quasi-banks, trust entities, investment houses, financing companies, cooperatives, micro-financing organizations, credit card companies, insurance companies and government lending institutions. The mentioned types of institutions who are in need of support and resources to comply with CIC data standards are qualified to join the program.

## How can your organization join the program?

Below are the 4 steps in joining this program:

1. Download the CIC Compliance Information Sheet and fill in the important details.
2. Furnish a copy of a board resolution or any documentation from the authorized signatories allowing CIBI to assist their institution for CIC compliance.
3. Send the filled CIC Compliance Information Sheet along with a copy of a board resolution to [ciccompliance@cibi.com.ph](mailto:ciccompliance@cibi.com.ph) or deliver to CIBI office at 30th floor BDO Equitable Tower, 8751 Paseo de Roxas, Makati City.
4. You will receive an electronic confirmation letter from us acknowledging your intent to join and your organization will be assisted by one of our data analysts.

## What is the cost in joining the program?

**Free of charge.** There are no fees involved in joining the CIC Compliance Assistance Program.

## What is the process for the submitting entity to register with the CIC?

See Annex B for an overview of the CIC registration process.

## Definition of Terms

**“Client Data”** shall refer to all data or information in any form or format, including processed, compiled, summarized, or derivative versions of such data or information that may exist in any system, database, or record that is provided by or on behalf of Client or Client customers to CIBI.

1. **“Data Subject”** shall refer to the individual or entity whose information is collected, recorded, or in any way processed by the Client.
2. **“Submitting Entity”** shall refer to a legal entity that provides credit facility to the public.

## Terms and Conditions

**Section 1. Responsibilities of the Client.** The client shall have the following responsibilities in joining the assistance program:

1. The Client shall present their complete and detailed Client Data which includes both positive and negative credit data in order for CIBI to evaluate the scope of work. Client Data should be extracted by the Client in their own system or records attesting the accuracy and comprehensiveness of all information for every Data Subject.
2. The Client shall appoint a primary and secondary contact that acts as a liaison between their company and CIBI. The primary and secondary contact should understand their client data and credit portfolio and should be familiarized with the required data points of CIC. He or she is also responsible in coordinating and responding to all activities and communications between their company and CIBI. All official communications should be attended within twenty-four (24) to forty-eight (48) hours to avoid any possible delay.
3. The Client shall allow CIBI to remotely access their computer peripherals for the purpose of technical consultations and assistance.
4. The Client will register by themselves to the CIC and is responsible in uploading their own Client Data directly to the CIC.
5. The Client shall provide CIBI a Board Resolution or any documentation from the authorized signatories authorizing CIBI to assist the Submitting Entity to comply with CIC.



Section 2. **Responsibilities of CIBI.** CIBI shall have the following responsibilities and limitations in assisting the Client:

1. CIBI shall provide complementary consultancy services and assistance for 60 days to the Client on submission of credit data to the CIC in accordance with the implementing rules and regulations of R.A. 9510 otherwise known as the Credit Information System Act. CIBI's assistance and consultancy services includes the following, but are not limited to:
  - a. Provide documentary registration requirements of CIC to the Submitting Entity
  - b. Data assessment of the Submitting Entity's raw report or CISA format report
  - c. Assist the Submitting Entity on data preparation
  - d. Assist the Submitting Entity on actual submission of Client Data via File Transfer Protocol (FTP)
  - e. Assist the Submitting Entity on interpretation, identification and correction of error reports
  - f. Assist the Submitting Entity on technical or process concerns
  - g. Assist the Submitting Entity on other CIC related matters
2. CIBI shall diligently work with the Client's appointed primary or secondary contact in achieving CIC approval to submit production Client data within 60 days upon confirmation of the Client in joining the CIC Compliance Assistance Program.
3. Non-compliance and non-cooperation of the Client are grounds for dismissal in the program. CIBI shall send official communications to the client at least three (3) times before dismissal.
4. CIBI shall comply with the requirements under the Data Privacy Act of 2012, and such rules, orders and regulations as may be issued by the National Privacy Commission ("NPC") in relation to the possession of Personal Information and/or Sensitive Personal Information, if any, (as such terms are defined in the Data Privacy Act of 2012) comprising Data.
5. CIBI shall not enforce the Client to sign any other agreement but may offer other related services that would add value to the Client.

By signing this section, I agree to the terms and conditions of CIBI's CIC Compliance Assistance Program.

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Company Name: \_\_\_\_\_



## Annex A: Client Information Sheet

### Primary Contact:

Name: \_\_\_\_\_

Email: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Mobile Number: \_\_\_\_\_

### Secondary Contact:

Name: \_\_\_\_\_

Email: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Mobile Number: \_\_\_\_\_

## Annex B: CIC Registration Process

1. Submitting Entity must submit the following documents to CIC data submission ([datasubmission@creditinfo.gov.ph](mailto:datasubmission@creditinfo.gov.ph))
  - SEIS (Submitting Entity Information Sheet) for Test
  - By Laws (Certified True Copy)
  - Articles of Incorporation (Certified True Copy)
  - Secretary's Certificate (Certified True Copy)
2. After completion of the Registration Requirements, CIC will provide the Provider Code and CIC UAT credentials to the specified operators indicated in the SEIS.
3. Submitting Entity must install Encryption software Gpg4win 2.2.4 (Kleopatra). Once installed, they have to import the Public Encryption Key provided CIC. SE must install also FTP tool (Filezilla) where they will use in data submission.
4. Submitting Entity will prepare their data to be used in submission following the CIC required formats: pipe delimited, UTF-8 without BOM, compressed, encrypted. Filename should follow CIC format [Provider Code]\_CSDF\_[Timestamp].

Note: Provider Code is the 8 alphanumeric assigned Provider Number by CIC to SE. Timestamp format: YYYYMMDDhhmmss
5. Actual data submission of SE in test phase via ftp.
6. Interpretation of Error report based on submitted file.
7. Correction of error report (if any) and re-submission of corrected file.
8. Once 1st test submission passed, SE will received credentials to be used in validation of Credit Report via Web enquiry. SE will be advised to send at least 2 more test submissions.
9. After 3 successful test submissions, SE will received an email from CIC that they need to provide at least 5-10 validated credit reports.
10. Validation of Credit Reports. This process includes checking if all the Personal and Contract information was properly mapped with CIC Credit Report template.
11. SE will send Certification letter confirming the correctness of the validated credit reports signed by their primary contact person.

12. CIC Operator will check and analyze the validated credit report. Candidate for Production
13. CIC Operator will discuss the observations in the credit report. All observations to be corrected should be acknowledged by the SE to be complied / updated in their submission to Production.
14. SE will become candidate for Production. CIC Operator will forward the analysis to Ms. Bon also endorsing for Production.
15. Ms. Bon will review and analyzed the validated credit report if the SE will be graduating from test phase to Production. SE will receive an email confirmation if they are now for Submission to Production.
16. SE will provide new set of registration requirements for Production. Note: SE can prepare in advance the requirements even they are in the process of validation of Credit Reports.
  - SEIS (Submitting Entity Information Sheet) for Production
  - By Laws (Certified True Copy)
  - Articles of Incorporation (Certified True Copy)
  - Secretary's Certificate (Certified True Copy)
  - Static IP (for whitelisting)
  - Certification of Number of Accounts

*\*Soft copies will be sent to [datasubmission@creditinfo.gov.ph](mailto:datasubmission@creditinfo.gov.ph)*

*\*Send Hard copies to:*

#### Data Submission

Credit Information Corporation  
6th Floor Exchange corner Building  
107 VA Rufino St. Cor. Esteban St.  
Legaspi Village, Makati City

17. Once all registration requirements were completed, NOC Team will provide credentials for production.
18. Actual submission to Production.