

The Credit Bureau of Taiwan



JCIC

ANNUAL REPORT 2018

Joint Credit Information Center

JCIC Annual Report 2018

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FOREWORD

The Joint Credit Information Center (JCIC) is the only credit information service institution in Taiwan that thoroughly collects and establishes credit information among financial institutions. The credit database coverage includes the positive and negative credit information resulting from credit transactions of all of the companies and individuals that have such transactions with financial institutions nationwide. Based on this complete database, the JCIC has developed various credit information products and services to provide complete, accurate and real-time credit information to the member financial institutions through real-time and convenient inquiry channels and service methods, which comply with the inquiry requirements specified by the laws and regulations and are thorough in information security control, to assist members in the implementation of credit evaluations, interest rate decisions, limit control, asset portfolio management and other credit review operations in order to manage the customers' overall credit risks. In addition, the JCIC is also dedicated to strengthening the credit report service to the person to whom the information belongs, promoting credit education to the general public as well as cooperating with the Financial Supervisory Commission (FSC) by providing information required by supervisory policy by helping promote major tasks.

Due to the crucial importance of the JCIC's information security and information protection have always been of great concern to the general public. With respect to internal management, in 2018 the JCIC again obtained the ISO27001 certification for information security management system by the British Standards Institution (BSI) as well as the third-party certification of the Taiwan Personal Information Protection and Administration System (TPIPAS) administered by the Department of Commerce, Ministry of Economic Affairs, thus maintaining the validity of the certification. Meanwhile, the JCIC continued implementing various information security protection measures: Based on the Governmental Agency (Institution) Information Security Responsibility Level Categorization Regulations and its own Computer System Information Security Evaluation Guidelines, the JCIC implemented information security diagnosis and information security evaluation as well as strengthened education on information security and training to raise awareness about the information security. The JCIC commissioned an infiltration test by a third-party information security protection consultant to strengthen the authentication of the effectiveness of the JCIC's protective



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measures. In response to new threats, the JCIC implemented DDoS protection, hardware code randomization and the expansion and replacement of firewalls and other information security equipment in order to continue strengthening the vertical protection of information security. In addition, the JCIC also actively participated in relevant information security drills, workshops and seminars held by the F-ISAC to keep being updated on information security threats as well as to focus attention on issues related to information security in the financial industry.

With respect to the management of queries about credit information submitted by the member financial institutions, the JCIC not only strictly required the members to follow the relevant regulations of the JCIC and introduced confidentiality and security control mechanisms, but also utilized the JCIC online query amount control system and sent personnel to conduct on-site inspection in a timely manner, with the aim of effectively assisting the member financial institutions to implement information security regulations and mechanisms concerning queries about credit information. Furthermore, the JCIC clearly listed the evaluation criteria and procedures for disciplinary actions for the members violating the relevant regulations which were under investigation, and imposed severe punishments for the violations. On the other hand, the JCIC also provided monetary and other rewards for members. In order to improve the integrity of the financial credit information system, the JCIC designated a certain amount of money from the query fee income as monetary rewards for members for the outstanding implementation of credit information query control and reporting every year. In 2018, such monetary rewards totaled NT\$170 million. In 2007 the JCIC started commending outstanding institutions and personnel. The Golden Security Award was given to those who excelled in the implementation of credit information security control, and the Golden Quality Award was given to those who excelled in the reporting of credit information. In 2018, in order to actively improve the comprehensiveness and accuracy of credit information queries by the member institutions, the Golden Excellence Award was added for those who excelled in credit information queries. The aim was to encourage the member institutions to effectively implement of information security control and to improve the quality of information reporting and information queries through public commendation, thus enhancing the overall credit review quality and information security of financial and credit operations in Taiwan.



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To keep abreast of rapid technological advances, the JCIC continues improving the breadth and depth of credit information collection, develops more new products related to credit information and secures the protection of information security in order to provide higher-quality and more stable and secure services to the financial market, the member institutions and the general public.

In 2018, with the guidance of the authorities, the assistance of the member institutions and the hard work of the entire personnel, the JCIC also obtained good results in several major fields.

I. As regards international exchange, the JCIC continued participating actively in international conferences and receiving visits from overseas institutions, thereby absorbing international experience and deepening international exchange. To promote exchanges of expertise and experience among the credit reporting institutions in Asia, the JCIC established the Asia Credit Reporting Network (ACRN) with the collaboration of its counterpart institutions in Korea, Vietnam and Thailand. In December 2017, the first ACRN conference was convened in Seoul, Korea. The second conference was held in Taiwan in August 2018. A total of 12 credit institutions and their counterpart authorities from 9 countries were represented in the conference. Through the ACRN platform the JCIC strengthened cooperation with foreign financial authorities, exchanged information and experience with other credit information institutions, assisted domestic financial institutions in the oversea deployment, and searched for new directions for the credit industry in Taiwan and Asia.

II. The JCIC continued to receive international recognition for its achievements. In the Doing Business 2019 report published by the World Bank on October 31, 2018, which evaluates the business environment in 190 economic entities, Taiwan received a perfect score of 8 points for the fifth consecutive year in the "Depth of credit information index" indicator, for which the JCIC is in charge. The score was significantly higher than the average for East Asia and Pacific region countries, which was 4.2 points, and also higher than the average for the high-income member nations of the OECD, which was 6.7 points. This performance testified to the breadth and depth of credit information collection that the JCIC has always demanded of itself.



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III.Regarding the development of FinTech, in 2018 the JCIC continued implementing FinTech innovation, business start-up and FinTech talent cultivation in cooperation with the Institute for Information Industry (III). On October 2, 2018, the JCIC held a bilateral exchange seminar with the III in order to identify a role for the JCIC in FinTech strategic development and industrial restructuring and in the implementation of consultation projects and relevant activities of the III. In addition, the JCIC focused on training courses related to FinTech for its personnel and encouraged them to update themselves on the related knowledge and to improve their professional skills in FinTech.

IV.In line with the government's Big Data and Open Data policies, the JCIC continued improving the official website content and functionality for the reference and utilization of financial companies and the general public. With respect to Big Data, the JCIC not only regularly updated the "Home Loan Statistics" and "Industry-specific Financial Statistics" for the general public but also participated in a number of review meetings, presentations of results obtained by applying Big Data Analysis, relevant educational and result presentation activities held by the FSC. Besides, the Open Data section on the JCIC website was been regularly updated with respect to its 120 categories. In addition, in response to the Government Open Data Review System implemented by the National Development Council, the JCIC conducted tests and improvements on the three dimensions of information availability, information structuralization and information interpretation accuracy, and obtained the Golden Quality Award on all three.

V. With respect to services to the general public, in response to the development of digitization of financial services, since January 1, 2018, the general public may not only use their Citizen Digital Certificates to utilize the "Personal Online Credit Report Service" online but also use their mobile devices to view the credit report through authentication of financial application certificates. In addition, for members of the general public who do not have digital certificates or are not skilled in using mobile devices and therefore need to apply in person, the JCIC developed a simplified application process and began providing the service of paperless application since March, 2019. The service space and route planning have also been improved to enhance the general public's satisfaction during the application in person.



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VI. To help financial institutions to evaluate their customers' overall credit risk accurately in the loan approval process and to strengthen risk control mechanisms, the JCIC provided stress-test services for default rate parameters, etc. In addition, the JCIC regularly provided the competent authorities with financial supervision-related information to serve as a reference for them in their decision-making, thereby helping to ensure the stability and continued development of the financial sector.

VII. The JCIC also continued to fulfill its social responsibilities by actively sponsoring a wide range of public-interest activities and assisting disadvantaged groups and remote communities. In 2018, the JCIC took concrete action to assist the cultivation of financial industry talents by making donations to the Taiwan Financial Services Roundtable Education Fund and the College Students Financial Sector Employment Program. The JCIC continued its support for the tug-of-war sport in Taiwan by donating funds to cover the training costs of the teams of Taipei Jingmei Girls High School and its partner junior high schools. The JCIC assisted disadvantaged social groups by providing financial support for "Financial Sector Food Bank". The JCIC also provided donations to the disaster relief account established by the Ministry of Health and Welfare to help residents rebuild homes in the aftermath of a serious earthquake that struck Hualien on February 6, 2018. In addition, the JCIC helped pay for the anti-money laundering education program sponsored by the Taiwan Financial Services Roundtable.

Looking ahead to 2019, the JCIC will continue to support the policies of the competent authority and will endeavor to meet the expectations of its member institutions and of the general public by working towards the following goals:

I. Expanding the collection and connection of governmental information, planning on the establishment of a connection platform (among the personal income and asset information in the Fiscal Information Agency, Ministry of Finance, the professional insurance data in the Bureau of Labor Insurance, Ministry of Labor, and the driver's license and registration information in the Directorate General of Highways, MOTC) and focusing on the authentication and review of the authorization by the person to whom the information belongs as well as on the comprehensive design of information security when the member institutions obtain such information and the control of utilization.



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II. Studying on the establishment of data on the shops that are contracted or canceled as receivers of electronic payment, properly exchanging information with credit card authorized stores and developing credit information products based on the Rules Governing the Administration of Electronic Payment Business, which are slated to be launched in December, 2019. In addition, the JCIC plans to assist the electronic certificate companies to establish an information-reporting system within the industry to control business risks.

III. Planning collaboration with government agencies on the establishment of an identity verification platform that will facilitate the provision of services to members of disadvantaged social groups and identity verification for financial institutions.

IV. Continuing to review and analyze the query behavior of the member institutions, understanding the users' needs through questionnaires and interviews, and developing value-added credit information products and services.

V. Continuing to enhance system security, operational efficiency, and the quality of information security in order to improve system security and usability.

VI. Continuing to promote the popularization of financial knowledge and to sponsor charity activities to fulfill social responsibility.

As the only financial credit information service provider in Taiwan, the JCIC is committed to the highest standards it has set for itself in order to ensure credit information security. Therefore, the JCIC regularly authenticates the specifications and protective measures of hardware and software. In order to enhance credit information content and to provide accurate, timely and comprehensive credit information, the JCIC regularly reviews each credit information product. It also actively expands the scope of information collected in order to satisfy the information needs of the financial institutions generated by changes in the financial environment. In the future, the center will seek to build on its existing achievements, striving for growth, strengthened information security, enhanced information quality, value-added information, strict legal compliance on information protection, and better credit education to raise public awareness about the importance of credit. In short, the JCIC will work hard to build a high-quality credit transaction environment in Taiwan, thereby creating a "win-win-win" situation for itself, its member institutions and the general public.



History

The mission with which the Joint Credit Information Center (JCIC) was entrusted was to establish a nationwide credit information database, improve the credit investigation function of Taiwan's financial sector, promote the development of credit investigation techniques, provide credit records (as well as operating and financial information) of business entities, ensure the safety of credit transactions, and promote the sound development of a nationwide credit system. The JCIC was founded in 1975 by and under the Bankers Association of Taipei (the forerunner of today's Bankers Association of the R.O.C.) to serve as a data processing center for the compilation, processing and exchange of credit information among financial institutions. Over the following 17 years, the JCIC saw a steady rise in the scope and volume of its operations, and in 1992 the Bankers Association decided to donate the operating surpluses of the JCIC to transform the center into a non-profit foundation. Following this reorganization, the JCIC continued to collect and process a wide variety of types of credit information in accordance with the requirements of the law, and to serve its member institutions by providing accurate, high-quality credit information in line with the "user pays" principle.

To enhance internal management and data security, the JCIC established an Accounting Office in December 1998, an Internal Audit Office in January 2006, and an Information Security Department in April 2012. In June, 1998, a Credit Information Department was established to take over the credit information collection and corporate financial information database establishment and analysis operations that had previously been handled by the Customer Service Department, as well as to serve as a unified contact window for the member institutions that the JCIC serves. A Members Audit and Assistance Department was established in September 2010 to conduct information security audits of member institutions and to provide services to member institutions. In September 2010, a Risk Analysis Department was established to strengthen the analysis and utilization of credit information from the nationwide credit information database, and to develop value-added credit information services (e.g. credit scoring); this Department was merged into the Research and Development Department in October 2013. In order to enhance overall service quality, service content and operational performance, the JCIC amended its Articles of Incorporation; this amendment,



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which was formally approved by the Financial Supervisory Commission (FSC) on September 23, 2013, involved the restructuring of the JCIC with a new table of organization that included the following departments: 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, Accounting Office, Internal Audit Office, and Legal Affairs Specialists. In order to continue to promote the responsibility and independence of legal compliance operation, on April 24, 2017, the JCIC obtained approval by the FSC to amend its Articles of Incorporation to officially establish a Legal Affairs Office with a legal compliance officer to manage the legal compliance matters.

The JCIC is the only credit-reporting agency in Taiwan that collects credit information from financial institutions; it was also the first credit-reporting agency in Asia to collect both positive and negative credit data on both individuals and corporations. Over the years, it has built up an impressive range of over 190 standard products in nine categories - including basic information, credit information and financial information - that are available to its member institutions. It also offers 15 products through the "SME Financing Service Platform" established by the Small and Medium Enterprise Administration, Ministry of Economic Affairs, with assistance from the JCIC, and more than 2,700 sets of customized information products and account management products. Credit information products provided by the JCIC have for many years now been important tools for financial institutions in the development of their credit extension businesses.

In Doing Business 2004, the first Doing Business business environment report to be published by the World Bank (in 2003), the JCIC, representing Taiwan, ranked highest among all of the credit information providers of the countries included in the report. In Doing Business 2015, Doing Business 2016, Doing Business 2017, Doing Business 2018, and Doing Business 2019, Taiwan received the maximum possible score of 8 points for the "Depth of credit information index" indicator every year, which represents international recognition of the integrity, accuracy and timeliness of the JCIC's credit information database.

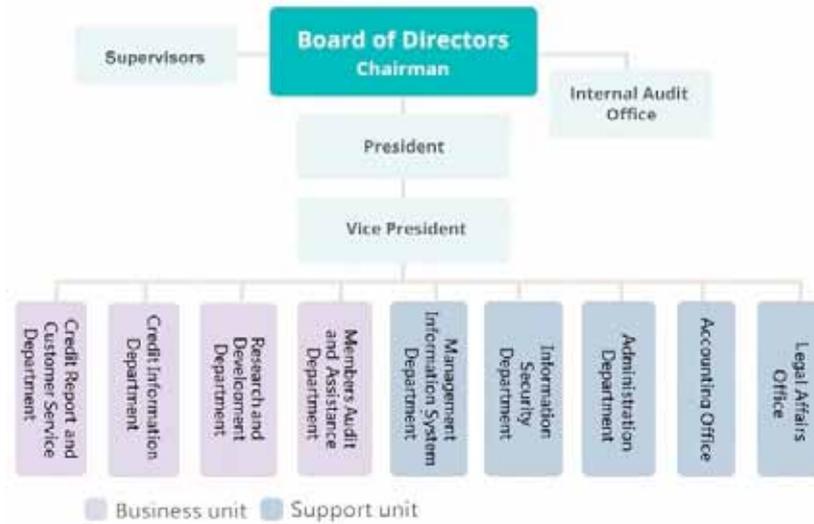


Objectives

- 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

Pursuant to the Banking Act, the operation of JCIC is authorized and supervised by the Financial Supervisory Commission (FSC) under the Executive Yuan and the Banking Bureau of the FSC. 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 FSC, the Central Bank of the Republic of China (Taiwan) (CBC), and the Bankers Association of the Republic of China. Apart from the chairman of the Board of Directors who oversees JCIC business, none of the eight other directors holds any management position at JCIC and they function independently. 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.

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 one vice president. 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 five supporting units - Management Information System Department, Information Security Department, Administration Department, Accounting Office, and Legal Affairs Office. The Credit Report and Customer Service Department is the service window for personal credit information; the Credit Information Department is in charge of information reporting and inquiries by financial institutions; the Research and Development Department is the primary contact for assisting banks in improving credit risk evaluation and management and assisting the competent authority in the supervision of financial institutions; the Members Audit and Assistance Department has charge of membership audit and inquiry security control operations and member education and training. To supervise the business operations and corporate governance, an Internal Audit Office that reports directly to the Board of Directors handles the internal audit operations.



Directors and Supervisors

Position	Name	Current Function
Chairman	Jiann-jong Guo	
Director	Chieh-cheng Lu	Chairman, Taiwan Financial Holdings and Bank of Taiwan Board Director, Bankers Association of the Republic of China Board Director
Director	Jean Chiu	Director General, Banking Bureau, Financial Supervisory Commission
Director	Chang-ken Lee	President, Cathay Financial Holdings
Director	Hsi-peng Lu	Professor, Department of Information Management, National Taiwan University of Science and Technology
Director	Feng-ying Hsieh	Advisor, Central Bank of the Republic of China (Taiwan) (Director since June 6, 2018)
Director	Ming-dar Huang	Professor of Information Management, Tamkang University
Director	Hon-chan Huang	Associate Professor, Graduate Institute of Law, Fu Jen Catholic University
Director	Clark Yeh	Professor, Information Management Program, School of Continuing Education, Chinese Culture University
Supervisor	Yu-ming Chen	Director General, Department of the Treasury, Central Bank of the Republic of China (Taiwan)
Supervisor	Nancy Young	Secretary-General, Bankers Association of the Republic of China
Supervisor	Chi-chun Liu	Professor of Accounting, National Taiwan University



Services

A. Services to Member Institutions

1. Providing both online and offline credit inquiry services.
2. Handling the addition, correction or deletion of credit information.
3. Conducting financial analysis and credit scoring of business enterprises.
4. Providing a platform for posting alerts and reporting cases of fraud.
5. Publishing and distributing books and journals in print form and on optical discs, including the Overview of Financial Institutions, Guidelines for Reporting of Loan Information, Manual for Compiling Guidelines and Rules for Reporting Credit Card Related Information, Guidelines for Reporting of Information Related to the Statute for Consumer Debt Clearance, Manual for Credit Information Inquiry, Business & Industrial Key Financial Ratios Based on the Financial Reports of Enterprise Accounting System (EAS), Business & Industrial Key Financial Structure Information Based on the Financial Reports of Enterprise Accounting System (EAS), and Business & Industrial Financial Ratios based on the IFRSs Combined and Single Financial Report.
6. Providing training for new member institutions, and holding lectures, workshops and seminars related to credit information for the personnel of member institutions.
7. Handling other matters relating to credit information.

B. Services to Individuals

1. Handling inquiries about credit reports.
2. Providing assistance in reading and understanding credit reports.
3. Handling applications for notations.
4. Handling requests to make corrections to credit records.

C. Services to Competent Authorities

Providing necessary information and assistance in line with the supervisory policies of the competent authority.

Services

D. Statistics on Credit Inquiry Services, 2016 ~ 2018

Service	2016		2017		2018	
	Total	Growth	Total	Growth	Total	Growth
Credit information inquiries (10,000 inquiries) (Note 1)	51,852	4.09%	52,734	1.70%	55,937	6.07%
Personal credit reports (Note 2)	406,934	45.38%	577,034	41.8%	491,885	-14.76%
Individual applications for notation service (Note 3)	739	16.01%	611	-17.32%	535	-18.70
Notations of payoff by relatives (Note 3)	421	-14.94%	402	-4.51%	362	-18.10

Notes :

1. The number of credit information inquiries increased by 6.07% in 2018 as compared with 2017, with inquiries related to account management products posting the largest increase, at 6.61%. This was mainly due to the fact that in 2018, the credit card market saw a growth of 5.44% of newly issued cards as compared with the previous year. The secondary factor was the adjustment of customer risk control policies of banks, resulting in a growing demand for new business inquiries and account management inquiries, which caused a relatively large increase in credit information inquiries.
2. Inquiries for personal credit reports decreased by 14.76% in 2018 as compared with 2017. Of which, online inquiries showed the largest decrease (12.5%). The main reason was that starting on January 1, 2018, a service charge of 80 NTD was collected for each online application for credit reports from the second time on. Costs increase as the number of inquiries increases; as a result there has been a tendency for more caution in making inquiries for personal credit reports.
3. The number of individual applications for notation services and the caseload of repayments made by relatives depend on the principal's needs, and thus is subject to fluctuations.



Highlights of 2018

The projects or guidelines in 2018 were smoothly implemented with the joint efforts of the directors, supervisors and the entire personnel under the guidance and assistance by the FSC and the cooperation and support from all of the members. The major results are listed as follows:

A. Expanding the data collection scope and application

1. The JCIC continued to improve the functionality of the SME Financing Service Platform, including the digitization of the inquiry process and the efficiency of data transmission as well as the expansion of data coverage. In addition, the JCIC continued to cooperate with the governmental policies of FinTech and financial inclusion and expanded the collection of governmental data and connection.
2. The JCIC continued to expand the collection of industry information related to credit-card and electronic-payment institutions.

B. Improving credit database timeliness and developing value-added products

1. To accommodate both the interests of data principals and the necessity of loan risk control of financial institutions, the JCIC added the disclosure of "notations of disputes of financial derivatives transactions transferred to loans" in the product content related to the transactions of financial derivatives on January 1, 2018. In addition, in order to improve the timeliness of loan information, the JCIC asked financial institutions to submit daily reports on important loan transaction information beginning December 1, 2017. The relevant product was launched on October 1, 2018, for inquiries by member institutions.
2. In response to the economic security policies related to the aging of the population and other issues, the JCIC developed the new product of "B46 Information on the registration of movement and death of the debtor of reverse mortgage" and made it available for inquiries by financial institutions for reverse mortgage business on January 23, 2019.

C. Planning for improved convenience and friendliness for credit report inquiries by the public



Highlights of 2018

In response to the digitization of financial services, starting January 1, 2018, members of the public may use not only their Citizen Digital Certificates to utilize the "Personal Online Credit Report Service" online but also their mobile devices to view their credit reports through authentication of financial application certificates. In addition, for members of the public who do not have digital certificates or are not skilled in using mobile devices and therefore need to apply in person, the JCIC has improved the service facilities and would begin to provide paperless applications as well as simplify the application process and shorten the waiting time to enhance the general public's satisfaction during the application in person.

D. Planning collaboration with government agencies on the establishment of an identity verification platform that will facilitate the provision of services to members of disadvantaged social groups and the strengthened identity verification for financial institutions

The JCIC has completed the connection with the service platform for the verification of the information of mentally or physically handicapped persons by the Ministry of Health and Welfare in 2018 to assist financial institutions in the identity verification for online applications for commission waiver services for ATM inter-bank withdrawals. In addition, the JCIC would utilize the information on persons under guardianship and those under assistance obtained from the Judicial Yuan as well as the line number for control of blank identity cards (blank ID card number) and laser control number (film number) obtained through connection with the Ministry of the Interior to assist the strengthening of identity verification by the financial institutions.

E. Assisting the competent authorities in the drafting and implementation of supervisory policies

In cooperation with the demands by the FSC on the promotion of international supervisory regulations and the continued improvement on management techniques of bank credit risk, the JCIC continued studying the issues in Basel II, stress-test of the amendment of operating procedures, the LGD database and the application and development of assessment of impairment of financial assets related to the IFRS 9.



Highlights of 2018

F. In line with the government's "Big Data" and "Open Data" policies, the JCIC has continued expanding the official website content and functionality for the reference and utilization by financial companies and the general public

In cooperation with the "optimization of applied Big Data analysis" and "Open Data" policies of the government, the JCIC actively participated in Big Data review meetings, presentations of research results and relevant educational activities held by the FSC. In addition, in response to the Government Open Data Review System implemented by the National Development Council, the JCIC conducted open data testing and improvement on the three dimensions of information direct availability, information structuralization and information interpretation accuracy, and obtained the golden quality certification on all three.

G. Continued improvement of information security quality

1. The JCIC joined the F-ISAC on January 17, 2018, and actively participated in the financial information security exchange platform and information security drills while continued paying attention to the issues related to the information security in the financial industry.
2. The JCIC completed the information and communication security reporting drill in cooperation with the FSC on October 13, 2018. In addition, based on the Governmental Agency (Institution) Information Security Responsibility Level Categorization Regulations and the internal Computer System Information Security Evaluation Guidelines, the JCIC continued implementing the information security diagnosis and information security evaluation as well as implementing the DDoS protection and the expansion and replacement of information security equipment in order to continue strengthening the vertical protection of information security. Furthermore, the JCIC also continued to implement internal audit, business continual operation drill, SOC, security testing and information security training.



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3. The entire organization of the JCIC obtained certification by the ISO27001 information security management system as well as the third-party certification of the Taiwan Personal Information Protection and Administration System (TPIPAS) in 2018, thus maintaining the validity of the certifications.
4. The 2018 Golden Security Award, Golden Quality Award and the Golden Excellence Award of the JCIC were presented on December 26, 2018. The institutions and personnel that excelled in the implementation of credit information security control, the reporting of credit information and the handling of credit information queries were commended.

H. Implementing a digital care project in remote communities and continued donations to charity to fulfill corporate social responsibility

In 2018, the JCIC actively participated in charity activities held jointly by related financial institutions, offering of scholarships and grants, and providing disaster relief while continued promotion of the importance of credit to the general public.

I. Participating in international matters and expanding international exchange

1. In order to facilitate exchange and cooperation with credit-reporting organizations and competent authorities in Asia, the JCIC organized the second Asia Credit Reporting Network (ACRN) conference jointly with the Palais de Chine Hotel on August 23, 2018. Representatives of a total of 12 institutions from 9 countries visited Taiwan to participate in the conference.
2. In the Doing Business 2019 report published by the World Bank on October 31, 2018, Taiwan received a perfect score of 8 points for the fifth consecutive year in the "Depth of credit information index" indicator, which was under the charge of the JCIC, maintaining the top position worldwide.



List of Member institutions

Domestic Banks (38)

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



List of Member institutions

Taiwan Branches of Foreign Banks (20)

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

Bills (Securities) Finance Companies (10)

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



List of Member institutions

Credit Cooperative Associations (23)

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



List of Member institutions

Credit Departments of Fishermen's Associations (28)

Keelung District

Nansh District

Linbian District

Wanli District

Nansian District

Donggang District

Rueifang District

Kaohsiung District

Fangliao District

Taoyuan District

Siaogang District

Liuchiu District

Hsinchu District

Zihguan District

Toucheng District

Nanlong District

Mituo District

Su-ao District

Tongyuan District

Yongan District

Singang District

Changhua District

Linyuan District

Penghu District

Yunlin District

Singdagang District

Kinmen District

Chiayi District



List of Member institutions

Credit Departments of Farmers' Associations (283)

Keelung City	Taishan District	Hukou Township
Shihlin District	Linkou District	Sinfeng Township
Beitou District	Lujhou District	Sinpu Township
Neihu District	Wugu District	Guansi Township
Nankang District	Bali District	Cyonglin Township
Mujha District	Danshuei District	Baoshan Township
Jingmei District	Sanjih District	Jhudong District
Jinshan District	Shihmen District	Hengshan District
Banciao District	Pingjhen District	Beipu Township
Sijhih District	Longtan District	Emei Township
Shekeng District	Yangmei District	Jhunan Township
Shihding District	Sinwu District	Toufen Township
Rueifang District	Guanin District	Sanwan Township
Pingsi District	Taoyuan District	Nanjhuang Township
Sindian District	Gueishan District	Shihtan Township
Pinglin District	Bade District	Houlong Township
Jhonghe District	Dasi District	Tongsiao Township
Tucheng District	Fusing District	Yuanli Township
Sansia District	National Farmers' Association, R.O.C.	Miaoli City
Shulin District	Dayuan District	Zaociao Township
Yingge District	Lujhu District	Touwu Township
Sanchong District	Hsin Chu City	Gongguan Township
Sinjhuang District	Jhubei City	Dahu District



List of Member institutions

Tongluo Township	Waipu District	Erlin Township
Sanyi Township	Da-an District	Dacheng Township
Sihu Township	Changhua City	Fangyuan Township
Jhuolan Township	Fenyuan Township	Ershuei Township
Taichung District	Huatan Township	Nantou City
Taiping District	Sioushuei Township	Jhongliao Township
Dali District	Lugang Township	Caotun Township
Wufong District	Fusing Township	Guosing Township
Wurih District	Siansi Township	Puli Township
Fengyuan District	Hemei Township	Ren-ai Township
Houli District	Shengang Township	MingJian Township
Shihgang District	Yuanlin Township	Jiji Township
Dongshih District (Taichung)	Shetou Township	Shueili Township
Heping District	Yongjing Township	Yuchih Township
Sinshe District	Pusin Township	Sinyi Township
Tanzih District	Sihu Township	Jhushan Township
Daya District	Dacun Township	Lugu Township
Shengang District	Puyan Township	Dounan Township
Datu District	Tianjhong Township	Dapi Township
Shalu District	Beidou Township	Huwei Township
Longjing District	Tianwei Township	Tuku Township
Wuci District	Pitou Township	Baojhong Township
Cingshuei District	Sijhou Township	Dongshih Township (Yunlin County)
Dajia District	Jhutang Township	Taisi Township



List of Member institutions

Lunbei Township	Lioujiao Township	Syuejia District
Mailiao Township	Singang Township	Beimen District
Douliou City	Minsyong Township	Singing District
Linnei Township	Dalin Township	Houbi District
Gukeng Township	Sikou Township	Baihe District
Cihtong Township	Yijhu Township	Dongshan District
Siluo Township	Budai Township	Lioujia District
Erlun Township	Tainan District	Siaying District
Beigang Township	YongKang District	Liouying District
Shueilin Township	Gueiren District	Yanshuei District
Kouhu Township	Sinhua District	Shanhua District
Sihhu Township	Zuojhen District	Danei District
Yuanchang Township	Yuching District	Shanshang District
Chiayi City	Nanshi District	Sinshih District
Fanlu Township	Nanhua District	Anding District
Meishan Township	Rende District	Kaohsiung District
Jhuci District	Guanmiao District	Siaogang District
Alishan Township	Longci District	Renwu District
Jhongpu Township	Guantian District	Dashe District
Shueishang Township	Madou District	Gangshan District
Lucao Township	Jiali District	Lujhu District
Taibao City	Sigang District	Alian District
Puzih City	Cigu District	Tianliao District
Dongshih Township	Jiangiyun District	Yanchao District



List of Member institutions

Ciaotou District	Jutian Township	Wujie Township
Zihguan District	Neipu District	Dongshan Township
Mituo District	Wandan Township	Suao District
Yongan District	Wanluan Area	Hualien City
Hunei District	Kinding Township	Sinsiou District
Fongshan District	Nanjhou District	Jian Township
Daliao District	Linbian Township	Shoufong Township
Linyuan District	Donggang Township	Fongrong District
Niao-Song District	Liouciou Township	Guangfeng District
Dashu District	Jiadong Township	Rueisuei Township
Cishan District	Fangliao Area	Yusi District
Meinong District	Fangshan District	Fuli Township
Liouguei District	Checheng District	Taitung District
Neimen District	Hengchun Township	Luye District
Shanlin District	Manjhou Township	Guanshan Township
Jiasian District	Xinguan Township	Chihshang Township
Jiading District	Chaozhou Township	Donghe Township
Pingtung City	Yilan City	Chenggong Township
Jiouru Township	Toucheng Township	Changbin Township
Ligang Township	Jiaosi Township	Penghu County
Gaoshu Township	Jhuangwei Township	Lienchiang County
Pingtung County	Yuanshan Township	Taimali District
Changjih Township	Luodong Township	
Linluo Township	Sansing District	



List of Member institutions

Life (Property) Insurance Companies (16)

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

Credit Card Issuers (5)

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

Other Institutions (5)

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



Major Events in 2018

Date	Events
2018/01/01	To support the governmental policy of "creating a digitized financial service environment 3.0" as well as to improve service to the data principal, the JCIC makes available the installation of the TWID investor's mobile network through App Store or Google Play on mobile devices such as smart phones or tablets. In addition, the general public may use not only their Citizen Digital Certificates but also financial software certificates issued by financial institutions such as banks, securities firms or insurance companies to access their credit reports on their personal computers.
2018/01/05	The JCIC optimizes the "Home Loan Statistics" function on its official website and expands inquiries about "Business & Industrial Financial Ratios", "Business & Industrial Financial Structure Information", "Revenue Brackets" and the "Enterprise Accounting System (EAS)".
2018/01/17	The JCIC becomes a member of the F-ISAC.
2018/01/31	The JCIC launches its first animated educational short video on "Introducing Personal Credit Report Service" on its official website and that of Commonwealth magazine, as well as YouTube and FB fan pages.
2018/02/01	A team of the Housing Finance Association (HFA) of Thailand, led by its chairman, Mr. Kitti Patpongpijul, visits the JCIC on February 1, 2018.
2018/02/09	The JCIC donates NT\$3 million to the disaster relief account set up by the Ministry of Health and Welfare for the benefit of the earthquake victims in Hualien on February 6, 2018.
2018/05/07	The JCIC and the Bankers Association of the Republic of China co-organizes a seminar on "Personal Information Protection in the Financial Industry in Response to the EU Regulations". Wellington L. Koo, chairman of the FSC, and Chieh-cheng Lu, board director of the Bankers Association of the Republic of China both speak at the event.
2018/07/01	The JCIC assisted financial institutions in the launch of the identity verification mechanism of mentally or physically handicapped persons for online application of commission waiver or discount services for ATM transactions.
2018/08/09	Wellington L. Koo, chairman of the FSC, makes an inspection of the JCIC, accompanied by FSC officials.
2018/08/23	The JCIC hosts the second Asia Credit Reporting Network (ACRN) conference in the Palais de Chine Hotel on August 23-24, 2018. Foreign VIP attendees include representatives of twelve credit-reporting institutions and competent authorities from nine countries, namely South Korea, Japan, Thailand, Vietnam, Malaysia, Singapore, Indonesia, Cambodia and Brunei. Also present are Wellington L. Koo, chairman of the FSC; Jean Chiu, Director General of the FSC's Banking Bureau; Chieh-cheng Lu, Chairman of the Bankers Association of the R.O.C.; Mr. Anwar Udzir, Director of the Malaysian Friendship and Trade Center, Taipei; Ms. Ainatol Zahayu Mohammad, representative of the Brunei Darussalam Trade and Tourism Office; as well as officials of the Taiwanese financial institutions with branches in the countries covered by the government's Southbound Policy.



Major Events in 2018

Date	Events
2018/09/30	The JCIC undergoes on-site inspection for BSI ISO 27001: 2013 certification at the end of August 2018, and passes the triennial certification in September, thus maintaining the validity of the certification.
2018/10/01	Amended online credit information products include: "B33 daily loan changes and details at the end of each month (including guarantees) - by bank", "B36 daily loan changes and details at the end of the month (including guarantees and certificates) - by bank", "B51 daily loan changes and details at the end of each month - by bank", "B52 daily loan changes and details at the end of each month (including guarantees) - by category" and "J05 personal credit report information - exclusively for farmers' and fishermen's associations", further disclosure of information related to "daily changes in loan balances".
2018/10/18	A delegation of financial supervisors from other Asian countries visits the JCIC today.
2018/10/31	The Doing Business 2019 report is published today by the World Bank. The report evaluates the business environment in 190 economic entities with 10 indices. Taiwan receives a perfect score of 8 points for the fifth consecutive year in the "Depth of credit information index" indicator under "getting credit", for which the JCIC is in charge. The score is significantly higher than the average for East Asia and Pacific region countries, which is 4.2 points, and also higher than the average for the high-income member nations of the OECD, which is 6.7 points.
2018/11/08	The JCIC undergoes on-site inspection by the Taiwan Personal Information Protection and Administration System (TPIPAS) from November 6 to 8, 2018 and passes the biennial certification, thus maintaining the validity of the certification.
2018/11/29	A delegation of the Bank of Thailand visits the JCIC for an exchange of opinions with respect to the establishment and management of databases, information security, and guidance for member institutions.
2018/12/26	The 2018 Golden Security Award, Golden Quality Award and Golden Excellence Award are presented. A total of 40 institutions and 51 employees were commended for their excellent performance.



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