



# Central Credit Register

## Fact Sheet

Requesting a Credit Report

[www.centralcreditregister.ie](http://www.centralcreditregister.ie)



Banc Ceannais na hÉireann  
Central Bank of Ireland

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Eurosystem

## What is a Credit Report?

A Credit Report is based on information submitted by lenders every month to the Central Credit Register. Your Credit Report contains personal and credit information on all your loans, if the loan is for €500 or more, and any applications for new loans that you may have made. It contains important information about your loans and loan applications.

Banks, credit unions and other lenders providing consumer loans of €500 or more must submit personal and credit information on those loans to the Central Credit Register.

This includes your name, address, date of birth and Personal Public Service (PPS) number. This information is collected to ensure that each person's loans are matched correctly. For example, the loan you may have with one lender is correctly matched with another loan you may have with another lender.

Credit information includes the loan amount, the lender's name, any overdue payments and the remaining balance.

This information will build up until there are five years of performance information on the Central Credit Register, which is produced on your Credit Report.

The Central Credit Register will contribute to financial stability and consumer protection by:

- providing lenders with a better analysis of borrowers' creditworthiness;
- giving borrowers information on their financial profile;
- giving the Central Bank better insight into financial markets;
- supporting the Central Bank's role of supervising the financial sector and ensuring financial stability.

## When can I request a Credit Report?

You can ask for your Credit Report at any time free of charge, subject to fair usage. This means that reports are free so long as you do not ask for an excessive number of reports.

Lenders may ask for a Credit Report if you:

- have applied for a new loan;

- have applied to have the terms on your existing loan changed; or
- you have fallen behind on repayments on your existing loan or have breached the limit on a credit card or overdraft.

Only the last two years of your performance information on your Credit Report may be seen by your lender.

Each time a lender asks for your Credit Report, they leave a record. The record, called a footprint, includes the date, the lender's name and the reason why they requested your Credit Report. If you ask for your Credit Report, a record of your request will also be left.

This footprint is shown at the end of your Credit Report and remains there for five years after a lender has looked at it.

**Your Credit Report does not show if you can be approved for a loan.**

**The Central Credit Register does not:**

- **score or grade Credit Reports;**
- **decide if a loan is approved or not – the lender makes that decision.**

## **How do I get my Credit Report?**

The fastest way to do this is online.

You may complete the online application form to request your credit report at

[www.centralcreditregister.ie/borrower-area/submit-a-request](http://www.centralcreditregister.ie/borrower-area/submit-a-request).

You must print and sign your completed application form and upload it with your identification documents.

Alternatively, you can contact us by email at: [myrequest@centralcreditregister.ie](mailto:myrequest@centralcreditregister.ie) or

you may write to us at:

Central Credit Register, First Floor, Block E, Adelphi Plaza, George's Street Upper, Dun Laoghaire, Co. Dublin.

Please make sure to include your identification documents with your request for your credit report.

## Why do I need to submit identification documents?

We will need proof of your identity to proceed with your request. This ensures that your data protection rights are upheld.

You will need to provide **legible copies** of documents to prove:

### 1. Your identity

One of the following documents is acceptable:

- the identification page and signature page of your passport; or
- the identification side of your EU driving licence.

### 2. Your address

One of the following documents is acceptable but it must be no more than six months old:

- utility or landline telephone bill;
- statement from a bank, building society or credit union;
- a letter from the Department of Employment Affairs and Social Protection or the Revenue Commissioners addressed to you;
- a letter from any other statutory body or State agency addressed to you;
- a letter from an insurance company addressed to you relating to an existing insurance policy.

### 3. Your Personal Public Service Number (PPSN)

One of the following documents is acceptable:

- a letter from the Department of Employment Affairs and Social Protection or the Revenue Commissioners addressed to you showing your PPSN;
- a P21, Tax Assessment or Notice of Tax Credits;
- a receipt for a social welfare payment;
- a medical card or drug payment scheme (DPS) card; or
- a payslip, P60 or P45.

Please ensure that:

- you send copies and not original documents if posting;
- the copies of any uploaded or scanned documents are legible.

## How far back does information on me go?

Personal and credit information has been submitted to the Central Credit Register since 30 June 2017 in relation to loans of €500 or more that existed at that date. Also, information on new loans that you may have taken out after that date is included.

This information is submitted monthly. It includes the loan amount, any overdue payments and the loan balance at that time.

This information will build up until there are five years of transaction information on your Credit Report.

If you apply for a new loan, a record of this loan application, including how much you have applied to borrow, will be shown on your Credit Report for the following six months. After this, the information is deleted.

## What if there is a mistake on my Credit Report?

If there is incorrect information on your Credit Report, you have the right to ask to have that information corrected.

The Central Credit Register's main aim is to produce accurate Credit Reports.

Incorrect information is when your Credit Report personal information or credit information is inaccurate, incomplete or not up to date.

For more information, go to [www.centralcreditregister.ie](http://www.centralcreditregister.ie) where you can also download our fact sheet 'Requesting an Amendment to my Credit Report'.

## Further information

Online: [www.centralcreditregister.ie](http://www.centralcreditregister.ie)  
Email: [myrequest@centralcreditregister.ie](mailto:myrequest@centralcreditregister.ie)  
Lo-call: 1890 100 050  
Landline: 01 224 5500

