

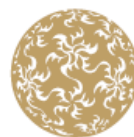


Central Credit Register

Fact Sheet

Placing an Explanatory Statement on my Credit Report

www.centralcreditregister.ie



Banc Ceannais na hÉireann
Central Bank of Ireland

Eurosystem

What is an Explanatory Statement?

An Explanatory Statement is a statement of up to 200 words about information on your Credit Report. You can use it if you wish to explain an event or circumstances about your loan or loans. Any information you provide in your explanatory statement must relate only to you, and must not identify any other person, by name or by their personal relationship to you.

Your Explanatory Statement will be visible when a lender, you or a person to whom you have given consent asks for your Credit Report.

The Explanatory Statement is not a means of making a complaint. Information on how to make a complaint is available at <https://www.centralbank.ie/contact-us/make-a-complaint>.

The Explanatory Statement must:

- relate only to you;
- relate only to your information held on the Central Credit Register;
- be no longer than 200 words.

It should not contain:

- information that could identify another individual (such as their name, their workplace or their relationship to you);
- obscene or defamatory (damaging) statements about another person.

The Central Bank of Ireland cannot take responsibility for any Explanatory Statement that you publish. This is in line with Section 13 of the Credit Reporting Act 2013.

Who owns the information?

The Central Bank owns the information held on the Central Credit Register. The Central Bank is a data controller under the Data Protection Acts. Information submitted by lenders to the Central Credit Register is used to create individual Credit Reports. A Credit Report can help lenders when they make decisions about loans and loan applications. More information on the collection and use of your personal data is available at <https://www.centralcreditregister.ie/borrower-area/data-protection> where you will also find a link to the Central Bank's data protection privacy notice.

How do I place an Explanatory Statement on my Credit Report?

The fastest way to do this is online.

You may complete the online application form to place an Explanatory Statement on your Credit Report at www.centralcreditregister.ie/borrower-area/submit-a-request.

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

Alternatively, you can contact us by email at: 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 provide clear information in your correspondence and remember to include your identification documents and your Explanatory Statement.

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

If providing a copy of the paper driving license please ensure you provide all 3 pages.

2. Your address

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

- utility or landline phone 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; or
- A letter from an insurance company addressed to you relating to an insurance policy still in force.

3. Your Personal Public Service Number (PPSN)

One of the following documents is acceptable and must display your PPSN in full:

- 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;
- your medical card or your drug payment scheme (DPS) card; or
- A payslip, P60 or P45.

We cannot accept a Public Service Card as proof of PPSN or identity.

Please ensure that:

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

How long does the Explanatory Statement last for?

The Explanatory Statement remains on your Credit Report until:

- you instruct us in writing to remove it; or
- more than five years have passed since the loan it relates to has been paid off.

Who can see an Explanatory Statement on my Credit Report?

Until it is removed, lenders, you or any person to whom you give consent to ask for your Credit Report can see your Explanatory Statement every time your Credit Report is requested.

Lenders may ask for your Credit Report if:

How will I know the Explanatory Statement has been placed on my Credit Report?

We will advise you in writing once the Explanatory Statement has been placed on your Credit Report.

Further information

Online: www.centralcreditregister.ie
Email: myrequest@centralcreditregister.ie
Lo-call: 1890 100 050
Landline: 01 224 5500



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