

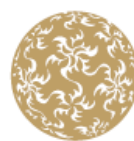


Central Credit Register

Factsheet

How to Place an Explanatory Statement on
your 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 which explains an event or circumstance about your loan or loans.

For example, if you missed repayments on your loan because you were unable to make repayments for some reason, you can include this information on your credit report by adding an explanatory statement.

Your explanatory statement will be visible when a lender, you or a person to whom you have given consent obtains 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, workplace or relationship to you); or
- 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. 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 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 request your credit report can see your explanatory statement every time your credit report is obtained.

Lenders must request a copy of your credit report when you have applied for a loan of €2,000 or more. They may also, if they wish, request a copy of your credit if your loan application is for less than €2,000.

Lenders may also request a copy of your credit report if

- you have requested a re-structure of an existing loan;
- there are arrears on an existing loan; or
- there has been a breach of the limit on a credit card or overdraft.

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.

How do I place an Explanatory Statement on my credit report?

The fastest way to do this is [by completing the online application form](#).

You will need to print and sign your completed application form and then upload it with your identification documents.

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,
Dún Laoghaire,
Co. Dublin.

Please make sure to provide clear information in your correspondence and remember to include your identification documents and text of your explanatory statement.

Why do need to submit identification documents?

We will need proof of your identity including your address and PPSN to complete 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
- The identification side of your EU driving licence.

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

2. Your address

One of the following documents is acceptable dated within the last six months:

- Utility or landline phone bill
- Statement from a bank, building society or credit union
- Letter from the Department of Employment Affairs and Social Protection or the Revenue Commissioners addressed to you
- Letter from any other statutory body or State agency addressed to you
- 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, dated within the last six months, is acceptable and must display your PPSN in full:

- 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
- A payslip, P60 or P45.

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

Please ensure:

- You send copies and not original documents if posting
- The copies of any uploaded or scanned documents are legible.

Further Information

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