



Banc Ceannais na hÉireann  
Central Bank of Ireland

Eurosystem

# Central Credit Register

## Service Standards Performance

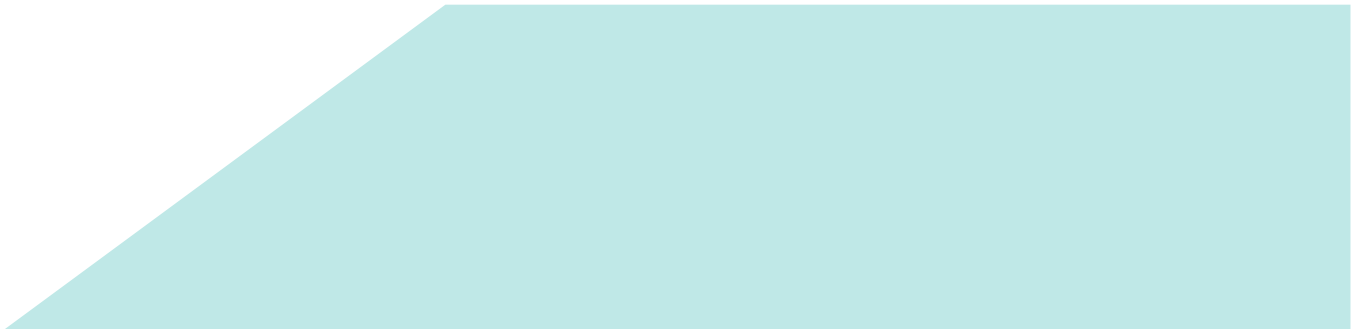
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# The Central Credit Register

The Central Credit Register is a national database that stores information on consumer and business loans. It is used to generate credit reports which borrowers and lenders can access.

Borrowers can access their credit report free of charge any time (subject to fair usage) to see what information is stored about their loans on the Central Credit Register.

Lenders can access borrower's credit report to help them when making decisions about loans and loan applications. Lenders must request a borrower's credit report when considering a loan application for €2,000 or more, and may do so, if the loan application is for less than that. In addition to that, a lender may obtain your credit report:

- if you have asked for a re-structure of an existing loan
- if there are arrears on an existing loan
- if you have breached the limit on a credit card or overdraft.

The Central Bank uses information contained in the Central Credit Register to gain better insights into national trends in the provision of credit.

By doing so, the Central Credit Register supports the Central Bank's obligations and functions to protect consumers, supervise the financial sector and ensure financial stability.

## Service Standards

To enhance transparency around the operation of the Central Credit Register, this document sets out the Central Bank's performance against service standards that it has committed to in respect of services provided to borrowers, and lenders known as Credit Information Providers.

A full list of Credit Information Providers is available on our [publications page](#).

### Services to Borrowers in 2020

Service	Target <sup>1</sup>	Performance				Total requested year to date
		Jan-Mar	Apr-Jun	Jul-Sept	Oct-Dec	
Requests for credit reports	85% completed within 5 days	98%	98%	88%	95%	17,875

Requests for amendments <sup>2</sup>	50% completed within 20 days	60%	49%	54%	52%	524
Requests for explanatory statements <sup>3</sup>	85% completed within 5 days	95%	82%	54%	63%	140

Note:

1. All standards are calculated from the time at which a request becomes valid, i.e. once all supporting documents are successfully received.
2. If a borrower finds information on their credit report that they believe to be incorrect, incomplete or not up to date, they have the right to request that it is corrected. We will respond with a decision not later than 40 days after we receive a valid application.
3. An explanatory statement is a statement of up to 200 words a borrower may place on their credit report which explains an event or circumstance about their loan or loans.

## Services to Credit Information Providers in 2020

Service	Target	Performance			
		Jan-Mar	Apr-Jun	Jul-Sept	Oct-Dec
System Response Time	95% of responses in ≤ 4 seconds	100%	99.9%	100%	99.9%
System Availability	97.5% of availability hours	99.7%	99.4%	100%	100%
File loading	98% of file loading completed in ≤ 5 days	98.9%	99.9%	99.9%	100%
Total credit reports issued year to date		1,670,484			

## Further Information

Web: [www.centralcreditregister.ie](http://www.centralcreditregister.ie)  
<https://www.centralcreditregister.ie/borrower-area/faqs/>  
<https://www.centralcreditregister.ie/lender-area/>

