



Central Credit Register

Fact Sheet

Requesting a Credit Report

www.centralcreditregister.ie



Banc Ceannais na hÉireann
Central Bank of Ireland

Eurosystem

What is a Credit Report?

A credit report is created from information submitted by lenders every month to the Central Credit Register.

The Central Credit Register is a national database that, on request, provides:

- a borrower with an individual credit report detailing their credit agreements;
- a lender with comprehensive information to help with credit assessments; and
- the Central Bank with better insights into national trends in the provision of credit.

The Central Credit Register also supports the Central Bank's obligations and functions, including consumer protection, supervising the financial sector and ensuring financial stability.

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.

Since 30 June 2017, banks, credit unions and any lender providing consumer loans of €500 or more must submit personal and credit information on those loans to the Central Credit Register. This includes loans such as credit cards, mortgages, overdrafts and personal loans.

Since 31 March 2018, Local Authorities and Moneylenders providing loans of €500 or more must submit personal and credit information on those loans to the Central Credit Register. Business loans are also included from this time.

Since 30 June 2019 lenders who provide Hire Purchase, PCPs or similar type loans of €500 or more must submit personal and credit information on those loans to the Central Credit Register.

This information is matched by the Central Credit Register and used to create a credit report.

Personal information include 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 over time until the last five years of payment performance information is shown on your credit report. Your lender will see only the last two years of payment performance information.

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 making decisions about loans and loan applications. More information on the collection and use of your personal data is available at centralcreditregister.ie where you will also find a link to the Central Bank's data protection privacy notice.

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 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

The Central Credit Register does not:

- decide if a loan is approved or not – the lender makes that decision;
- score or grade credit reports.

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 centralcreditregister.ie.

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 or

you may write to us at:

Central Credit Register,
Adelphi Plaza,
George's Street Upper,
Dún 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

Provide a copy of ONE of the following documents (no document should be more than 6 months older than its expiry date):

- the identification page and 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

Provide a copy of ONE of the following documents to prove your address (no document should be more than 6 months older than the date of your application):

- 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)

Provide a copy of ONE of the following documents to prove your PPSN:

- 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.

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

Please note that the personal information you provide to prove your identity will be retained for a period of five years after which it will be deleted.

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?

Credit information will build up over time until five years of information is shown on the credit report that you request.

For an active loan (one where payments are still be made, or are expected to be made), a lender will see the most recent two years of payment information. For a closed loan (one where all

payments have been discharged, or the loan closed off by the lender), a lender will see the final two years of payment information.

When the oldest information reaches five years old, each separate entry will be deleted month by month thereafter. The closed loan information will be completely removed from the credit report five years after the last payment was made.

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.

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.

Incorrect information is when your credit report contains personal information or credit information that is inaccurate, incomplete or not up to date.

For more information, go to centralcreditregister.ie where you can also download our fact sheet 'Requesting an Amendment to my Credit Report'.

Further information

Online: www.centralcreditregister.ie
Email: myrequest@centralcreditregister.ie
Landline: 01 224 5500



November 2021