



Banc Ceannais na hÉireann  
Central Bank of Ireland

Eurosystem

# Central Credit Register

## Service Standards & Performance

### September 2023

Published: October 2023

Next update: January 2024

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# The Central Credit Register

The Central Credit Register is a national database that stores information on consumer and business loans where the loan amount is €500 or more. 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 about their loans is stored on the Central Credit Register.

Lenders can access a 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, a lender may obtain a borrower's credit report:

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

A footprint is created each time a credit report is accessed. This includes the name of the enquirer (such as the lender), the date and the purpose of the enquiry.

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

To enhance transparency around the operation of the Central Credit Register, this document provides information on:

1. Central Credit Register services by borrowers and lenders, and performance against agreed service standards;
2. A high level breakdown of the volumes of enquiries by lender type and product type; and
3. A high level breakdown of credit agreements by product type as reported to the Central Credit Register.

## 1. Services to Borrowers

**Table 1: Service Standards for Borrowers<sup>1</sup>**

Service	Target	Performance				2023 Total (YTD)
		Jan-Mar	Apr-Jun	Jul-Sept	Oct-Dec	
Requests for credit reports	85% completed within 5 days	96%	98%	97%		38,101
Requests for amendments	50% completed within 20 days <sup>2</sup>	62%	60%	61%		873
Requests for explanatory statements	85% completed within 5 days	93%	96%	99%		300

*In Q3, service standard targets for borrowers were exceeded for all borrower requests. Requests for credit reports have increased by 19 percent in Q3 2023, when compared to the same period of last year.*

**Table 2: Public Contact Volumes**

	Jan-Mar	Apr-Jun	Jul-Sept	Oct-Dec	2023 Total (YTD)
Website views	305,434	315,422	319,629		940,485
Responses Issued to Public Contacts <sup>3</sup>	7,695	8,037	7,333		23,065

<sup>1</sup> A borrowers request for a credit report, amendment, or explanatory statement is actioned only after the application form and supporting documentation have been reviewed and are accepted as satisfactory

<sup>2</sup> As per legal requirement, all requests are actioned within 40 days

<sup>3</sup> Includes email queries from the public and calls to helpline beyond the contacts set out in Table 1

## 2. Services to Lenders

A full list of lenders (Credit Information Providers) and a breakdown by lender type is available on our [publications page](#).

**Table 3: Service Standards for Lenders**

Service	Target	Performance			
		Jan-Mar	Apr-Jun	Jul-Sept	Oct-Dec
System Response Time	95% of responses in $\leq 4$ seconds	99.4%	99.4%	99.6%	
System Availability	97.5% of availability hours	100%	100%	100%	
File loading	98% of file loading completed in $\leq 5$ days	100%	100%	99.85%	

*In Q3, service standard targets for lenders were exceeded. Meanwhile, enquiries by lenders have declined slightly in Q3 2023, when compared to the same period of last year.*

**Table 4: Volume of Enquiries by Lender Type**

	Jan-Mar	Apr-Jun	Jul-Sept	Oct-Dec	2023 Total Year to Date
Lender Enquiries	686,050	642,178	638,773		1,967,001
of which:					
Licensed Banks	289,113	281,090	285,505		855,708
Credit Union	138,972	154,271	157,196		450,439
Retail Credit Firm	145,352	139,918	138,926		424,196
Other	112,613	66,899	57,146		236,658

**Table 5: Volume of Enquiries by Product Type**

	Jan-Mar	Apr-Jun	Jul-Sept	Oct-Dec	2023 Total Year to Date
Lender Enquiries	686,050	642,178	638,773		1,967,001
<i>of which:</i>					
Personal Credit <sup>4</sup>	588,257	547,629	549,662		1,685,548
Mortgages <sup>5</sup>	51,466	51,119	46,751		149,336
Business Credit <sup>6</sup>	41,772	37,917	34,764		114,453
Other	4,555	5,513	7,596		17,664

### 3. Breakdown of Credit Agreements by Product Type

**Table 6: Credit Agreements by Product Type**

	End September 2023
Total Active Credit Agreements	5,351,273
<i>of which:</i>	
Personal Credit <sup>7</sup>	3,797,336
Mortgages <sup>8</sup>	806,341
Business Credit <sup>9</sup>	578,236
Other	169,360

<sup>4</sup> Includes Personal Loan; Credit Card; Overdraft; Hire Purchase (HP); Personal Contract Plan (PCP); Charge Card; and Leasing

<sup>5</sup> Includes Mortgage – Home loans; Mortgage – Buy to Let; and Lifetime Mortgage Plan

<sup>6</sup> Includes Business Credit Card, Business Overdraft, Business Loan, Business Hire Purchase, Business Revolving Facility, Business Leasing, Stocking Finance, Supply Chain Finance and Mortgage – Commercial

<sup>7</sup> Includes Personal Loan, Credit Card, Overdraft, Hire Purchase (HP), Personal Contract Plan (PCP), Charge Card and Leasing

<sup>8</sup> Includes Mortgage – Home loans, Mortgage – Buy to Let and Lifetime Mortgage Plan

<sup>9</sup> Includes Business Credit Card, Business Overdraft, Business Loan, Business Hire Purchase, Business Revolving Facility, Business Leasing, Stocking Finance, Supply Chain Finance and Mortgage – Commercial

## Further Information

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

