



بینک دولت پاکستان
State Bank of Pakistan

Regulating the Monetary and Credit System...



eCIB Consumer Awareness Program

Consumer Awareness Manual for Electronic Credit Information Bureau (eCIB)

BankIslami Pakistan Limited (BIPL)



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1. Introduction

1.1 About eCIB: (ELECTRONIC CREDIT INFORMATION BUREAU)

The role of Electronic Credit Information Bureau is integral to credit risk management and the promotion of a sound credit culture in financial system. The existence of well functioning credit bureau promotes prudence and professionalism among financial institutions, adoption of best business practices and making informed and responsible lending decisions in timely manners.

The Credit Information Bureau (CIB) was established in 1992. Functions and activities of CIB are being governed under Section 25(A) of Banking Companies Ordinance-1962. Ever since its inception, the CIB in Pakistan has been playing a pivotal role in gathering, organizing and disseminating critical information relating to credit-worthiness of borrowers to assist financial institutions in their lending decisions and averting the occurrence of default. Financial institutions started submitting their borrowers' data of Rs. 0.5 million & above on quarterly basis. Subsequently the frequency of data submission was shifted from quarterly to monthly basis. In April 2003, SBP enhanced the coverage and effectiveness of CIB by introducing eCIB online facilities. CIB was the first bureau of the region introducing online facility to its member financial institutions. This development enabled financial institutions to upload their data directly into eCIB system and also generate online CIB reports.

With the growing complexities and emerging challenges on the financial landscape, the role of CIB has become even more critical. The CIB at SBP has responded positively to new challenges. From the earlier simple, manually operated data system, the CIB at SBP has evolved into a very sophisticated and hi-tech entity using state-of-the-art technology to perform its crucial functions more efficiently. The strengthened capacity and improved operational efficiency has enabled the CIB to enlarge significantly the scope of reporting by doing away with the minimum limit of Rs. 500,000. The purpose is to capture the diverse categories of borrowers in view of growing exposure of banks to consumers, agriculture and SMEs.

The revamped eCIB has been operational since September, 2005. The eCIB has overcome the limitations, such as restricted information on borrowers, relatively low safeguards, low speed and reliability, low number of borrowers i.e. 0.2 million, etc which were the basic problems of previous system. The existing eCIB system has been designed in line with best international credit sharing practices around the world. The eCIB database has now been capturing more than 4 million borrowers' records of about 100 member financial institutions.

The key improvements of the new system also include:

- Separation of Consumer and Corporate reports as well as data input formats.
- Provisions for consumer credit and default history.
- Improved efficiency in terms of speed, reliability and security of CIB data in order to reduce the processing cost/time of FIs;
- The new CIB system has been built on latest state of the art technology which includes highcapacity servers, security firewalls, broader bandwidth, point to point data encryption,



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webbased data capturing software having ability to capture the data from gross route level etc.

- Provisions for online amendments and updations for the FIs.
- Incorporation of large number of validation rules on data capturing application to ensure integrity and accuracy of the submitted data.
- Automated support and help to the FI users.

The improved capacity and scope of the CIB is expected to deliver the following benefits:

The eCIB database has greatly expanded outreach to a large number of borrowers who until now remained untapped because previously, clients who have availed the limit of more than or equal to Rs. 500,000/- were allowed to be reported in eCIB. This has important implications with regard to credit expansion to low-value borrowers of SMEs, agriculture and consumer finance sectors. The financial institutions' access to credit profile of these borrowers will not only encourage them to grant loans more willingly to worthy borrowers but also would help assess their overall credit risk exposure. This, in turn, will serve to reduce the system's vulnerability to financial instability.

The new look CIB, will be another milestone in SBP's efforts to uplift the country's financial system to the standards recognized internationally, and to promote the financial stability. It has made possible for banks to meet the credit needs of the emerging sectors on sustainable basis by applying prudent and objective analysis of borrowers' credit profiles. This will also be a boon to those borrowers, who could not access bank lending because of lack of adequate collaterals. The strengthened CIB will also help in further boosting the supervisory capacities with greater access to more reliable and detailed information. All in all, the reinvigorated CIB is all set to spell benefits to all the stakeholders' viz. financial institutions, borrowers and regulators to the ultimate goal of sound financial system.

2. Confidentiality of information

According to Banking Companies Ordinance, 1962 (BCO) the credit information is deemed as confidential and SBP while making such information available to its member financial institutions shall not disclose the names of institutions which are the original source of that information. At present only those banks and financial institutions, which are either regulated by Securities & Exchange Commission of Pakistan (SECP) or SBP are the members of eCIB database. The information in CIB database is currently being exchanged on reciprocity basis and every financial institution is required to submit its entire borrower records irrespective of any limit to the CIB database. The member financial institutions can only access limited information from CIB database for assessing credit worthiness of borrower. Disclosure to third party is strictly prohibited under the law.

Thus, individuals and corporate entities are not entitled to obtain their credit information reports.

3. List of Members Financial Institutions

S.No.	Name of Banks
1	Al Baraka Bank (Pakistan) Limited.
2	Allied Bank Limited.
3	Askari Bank Limited.
4	Bank of China Limited Pakistan Operations
5	Bank Alfalah Limited.
6	Bank Al-Habib Limited.
7	BankIslami Pakistan Limited.
8	Citi Bank N.A.
9	Deutsche Bank A.G.
10	Dubai Islamic Bank Pakistan Limited.
11	Faysal Bank Limited.
12	First Women Bank Limited.
13	Habib Bank Limited.
14	Habib Metropolitan Bank Limited.
15	Industrial and Commercial Bank of China
16	Industrial Development Bank of Pakistan.
17	JS Bank Limited.
18	MCB Bank Limited.
19	MCB Islamic Bank Limited.
20	Meezan Bank Limited.
21	National Bank of Pakistan.
22	S.M.E. Bank Limited.
23	Samba Bank Limited.
24	Silk Bank Limited.
25	Sindh Bank Limited.
26	Soneri Bank Limited.
27	Standard Chartered Bank (Pakistan) Limited.
28	Summit Bank Limited.
29	The Bank of Khyber.
30	The Bank of Punjab.
31	The Punjab Provincial Cooperative Bank Limited.
32	United Bank Limited.
33	Zarai Taraqiati Bank Limited.
S.No.	Name of Microfinance Banks



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1	Advans Micro Finance Bank Limited.
2	APNA Micro Finance Bank Limited.
3	FINCA Micro Finance Bank Limited.
4	Khushhali Bank Limited.
5	Mobilink Microfinance Bank Limited.
6	NRSP Micro Finance Bank Limited.
7	Pak Oman Micro Finance Bank Limited.
8	Sindh Microfinance Bank Limited
9	Tameer Micro Finance Bank Limited.
10	The First Micro Finance Bank Limited.
11	U Micro Finance Bank Limited.
S.No.	Name of Development Financial Institutions (DFIs)
1	Bankers Equity Limited.
2	House Building Finance Company Limited.
3	PAIR Investment Company Limited.
4	Pak Brunei Investment Company Limited.
5	Pak Oman Investment Company Limited.
6	Pak-China Investment Company Limited.
7	Pakistan Kuwait Investment Company Limited.
8	Pak-Libya Holding Company Limited.
9	Punjab Small Industries Corporation.
10	Saudi Pak Industrial & Agricultural Investment Company Limited.
LIST OF NON-BANK FINANCIAL COMPANIES (NBFCs)	
S.No.	Name Leasing Companies
1	Capital Assets Leasing Corporation Limited.
2	Grays Leasing Limited.
3	Invest Capital Investment Co. Limited.
4	Orix Leasing Pakistan Limited.
5	Primus Leasing Limited
6	Pak Gulf Leasing Company Limited.
7	Pakistan Industrial & Commercial Leasing Limited.
8	Saudi Pak Leasing Company Limited.
9	Security Leasing Corporation Limited.
10	SME Leasing Limited.
11	Khan Housing and Agriculture Network Limited.
S.No.	Name of Investment Banks



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1	Escorts Investment Bank Limited.
2	First Credit & Investment Bank Limited.
3	First Dawood Investment Bank Limited.
4	Innovative Investment Bank Limited.
5	Security Investment Bank Limited.
6	Trust Investment Bank Limited.
S.No.	Name of Modaraba Companies
1	Allied Rental Modaraba Limited.
2	Awwal Modaraba Management Limited
3	Al-Noor Modaraba Management (Pvt) Limited.
4	B.F Modaraba
5	B.R.R. Guardian Modaraba.
6	First Elite Capital Modaraba.
7	First Equity Modaraba.
8	First Fidelity Leasing Modaraba.
9	First Habib Modaraba.
10	First Tri Star Modaraba
11	First IBL Modaraba.
12	First National Bank Modaraba.
13	First Pak Modaraba.
14	First Paramount Modaraba.
15	First Prudential Modaraba.
16	First Punjab Modaraba.
17	First Udl Modaraba.
18	KASB Modaraba.
19	Modaraba Al-Mali.
20	Orient Rental Modaraba
21	Popular Islamic Modaraba.
22	Sindh Modaraba.
23	Standard Chartered Modaraba.
24	Trust Modaraba.
S.No.	Name of Funds
1	National Investment Trust Limited.



4. Frequently Asked Questions (FAQs) Related to Electronic Credit Bureau (eCIB)

Q.1 What is an Electronic Credit Information Bureau/Credit Registry?

Ans. An Electronic Credit Information Bureau (eCIB) is an organization that collects and collates credit data on borrowers from its member financial institutions. The financial data is then aggregated in system and the resulting information (in the form of credit reports) is made available online on request to contributing member financial institutions for the purpose of credit assessment, credit scoring and credit risk management. The major purpose of this database is to enable the Financial Institutions (FIs) to know the credit history of their prospective customers thus enabling them to make informed and timely lending decisions.

Q.2 What is Electronic Credit Information Bureau (eCIB) of State Bank of Pakistan?

Ans. The Electronic Credit Information Bureau (eCIB) was established by State Bank of Pakistan (SBP) in December, 1992. The scope and activities of eCIB are governed under the provisions of Banking Companies Ordinance (BCO), 1962. The Section 25(A) vests powers with SBP to call for credit information in such manner as it may deem necessary and make such information available to any banking company, which is a member.

Q.3 Is it mandatory for financial institutions to obtain Credit Information Report (CIR) of prospective and existing borrowers before extending any credit facility?

Ans. Yes. It is mandatory for Financial Institutions (FIs) to obtain CIR of their prospective and existing borrowers before extending/renewing any financial facility. However, before allowing any facility, the banks / DFIs shall preferably obtain credit report from the Credit Information Bureau of which they are a member. The report will be given due weightage while making credit decision.

Q.4 How credit information is accumulated in eCIB database?

Ans. All member FIs are required to submit entire borrowers' records online to eCIB on monthly basis. This information is submitted within a period of 10 days from the date of close of every month

Q.5 Who can be/are the members of eCIB?

Ans. All Banks, Development Financial Institutions (DFIs), Non-Bank Financial Companies (NBFCs), and Micro Finance Banks operating in Pakistan are members of the eCIB database. The membership with eCIB, as per instructions of SBP, is mandatory for all Banks, Developmental Financial Institutions (DFIs) and Micro Finance Banks (MFBs). No financial institution can access the eCIB database without obtaining membership of eCIB of State Bank of Pakistan.



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Q.6 How many types of reports can be generated from eCIB database and what sort of information these reports contain?

Ans. Two types of reports can be generated from eCIB system:

- a. Consumer Credit Information Report
- b. Corporate Credit Information Report

a. Consumer Credit Information Report:

All individuals and sole proprietors are placed under the category of “Consumer Borrower” and are reported against their Computerized National Identity Card Numbers (CNIC) and Old National Identity Card Numbers, where CNIC numbers are not available with financial institutions. The system also has the provision for consumer late payment/overdue/write off history for the last 24 months which is shown on the CIR.

b. Corporate Credit Information Report:

Partnership concerns and corporate entities (both listed and unlisted) are categorized under “Corporate Borrower”. The corporate CIR contains consolidated position of outstanding liabilities (funded and non- funded), overdue, amount under litigation, write-offs (during last 10 years) and rescheduling /restructuring (during last 5 years). Format of both the reports can be accessed at the link given below:-

<http://www.sbp.org.pk/eCIB/credit.htm>

Q.7 The financial institution that extracted CIR is not providing me with a copy. Can I get a copy of my CIR directly from CIB?

Ans. No. Presently, under the relevant provision of law, only member financial institutions have online access to eCIB servers for generating CIR of borrowers for their internal use. The CIR is a confidential document and cannot be provided to borrowers. While State Bank of Pakistan has issued license(s) to private credit bureau(s) under Credit Bureau Act-2015(CBA-2015). Borrowers can get their Credit Report from private credit bureau(s) once they are operational as provided in the Credit Bureau Act2015.

Q.8 Can a borrower prevent eCIB from having his/her information from financial institution?

Ans. No. The eCIB is legally empowered to collect credit information from its member financial institutions. The financial institutions are required to report entire credit records irrespective of any limit to eCIB. The information in eCIB database is shared on reciprocal basis.



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Q.9 My credit application is turned down by a financial institution. Does it mean that I am not entitled to avail any credit facility from other financial institutions as well?

Ans. No. Negative credit Information Report (CIR) does not debar any individual from seeking any financing facility from any financial institution in Pakistan. The financial institutions make lending decision on the basis of information available to them and in the light of their own lending policies, borrower's total exposure, repayment track and capacity.

Q.10 Is there any regulation restricting financial institutions from lending to a borrower having negative CIR?

Ans. No SBP's regulations/instructions do not place any restriction on banks and financial institutions on lending to any person/organization which has overdue appearing against its account in eCIB or has a late payment/overdue/write-off history. The financial institutions have to make their own lending decision on the basis of their lending policies, past track record of borrower and his repayment capacity.

Q.11. Does the CIR provide a credit rating of the borrower? Does it reflect only negative information?

Ans. The credit information reports neither express any opinion about the borrower creditworthiness nor assign any rating to the borrowers. It provides factual position of the borrowers' credit exposure both negative as well as positive as of certain date. Further, the placement of name in eCIB does not prevent anyone from entering into lawful relationship with the banks. The eCIB report merely reflects the outstanding and overdue position of the borrower without declaring the borrower as a defaulter.

Q.12 When I approach eCIB for making any correction/change in my credit worthiness (CIR) report, why is the matter referred to financial institutions? Can CIB amend my CIR at my request?

Ans. The eCIB does not amend any CIR at its own, on the request of borrower. The onus of reporting accurate data to the eCIB rests with the reporting financial institution; hence eCIB cannot verify the borrower's claim at its end. Any correction in eCIB data can only be made through the reporting financial institution.



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Q13. If I settle my overdue liabilities today, how long will it take to clear my CIR

Ans. The banks and financial institutions are required to make an online interim update of the borrowers' record immediately but not later than 10 days from the date of settlement of overdue. The interim update statement reflects in "remarks" portion and overdue amount will subsequently be cleared in the reporting month to which it pertains. However, history of such overdue will continue to be reflected for 24 months from the date of settlement.

Q.14 How negative Credit Information Report (CIR) can be improved?

Ans. The CIR becomes negative due to erratic repayment behavior. The negative CIR report may either be due to some late payment/overdue outstanding liabilities or some written-off liabilities appearing against your record. The borrowers may contact with lending financial institutions and work out a repayment/settlement plan for settlement of overdue liabilities. However, history of such overdue will continue to be reflected for 24 months from the date of settlement. Once loan account becomes regular, CIR will reflect the revised position. However, borrowers should take utmost care in timely repayment of outstanding liabilities in order to keep their track clean.

Q15. For how long history continues to appear in the CIR?

Ans. In case of consumer borrower (individual), the CIB maintains the history of financial records of past twenty-four months. This means that if a borrower settles late overdue/default write-off liability with financial institutions, such outstanding position will continue to appear in CIR for the next 24 months from the date of settlement. However, his current status will be reported as regular.

Q16. Does the CIB take any punitive action against financial institutions reporting wrong information on any borrower?

Ans. Yes. The financial institutions are subject to penal actions under the provision of law on account of misreporting/erroneous reporting in eCIB database.



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Q17. How can I resolve dispute with Financial Institution regarding reporting to eCIB?

Ans. Please approach your concerned FI and if the dispute/complaint is not resolved then you can approach eCIB through helpdesk, the link of which is given below:

<http://www.sbp.org.pk/cpd/cpd-help.asp>

Please note that SBP does not interfere/take up matters which are already pending before a court of law or any legal forum.

Complaint/Query:

Helpdesk:	
Surface E-mail:	Director Banking Conduct and Consumer Protection Department (BC&CPD), State Bank of Pakistan, I.I. Chundrigar Road, Karachi.
BC & CPD Helpdesk:	
E-mail Address:	cpd.helpdesk@sbp.org.pk
Help Line:	0092-21-111-727-273
Fax:	0092-21-99221160
Focal Person of State Bank of Pakistan For Politically Exposed Persons (PEPs):	
http://www.sbp.org.pk/cpd/pdf/PEP.pdf/PEP-focal-person.pdf	
Focal Persons of Commercial Banks For Politically Exposed Persons (PEPs):	
http://www.sbp.org.pk/cpd/pdf/PEP.pdf	
Focal Person of State Bank of Pakistan (SBP) for Matters Related to Wafaqi Mohtasib.	
http://www.sbp.org.pk/cpd/pdf/FocalPersonSBP.pdf	
eCIB Helpdesk:	
http://www.sbp.org.pk/ecibhelpdesk/requestlog/consumer_cmp.aspx	
Fax:	0092-21-99212489

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